Employee Suggestion & Feedback System (ESFS)
Overview

"*The goal of a successful suggestion system is to tap the reservoir of ideas and creative thinking of all employees for the improvement of the working process and products,*" Robert F. Bell wrote in IIE Solutions. "*To do so requires proper understanding by everyone of the process, management support of the system, encouragement and meaningful rewards, and a structure to make sure nothing falls through the cracks.*" The elements of a successful employee suggestion system can be divided into four main areas: management support, program structure, program visibility and promotion, and recognition and rewards.

IES Group has created a system to match your business workflow, help you comply with ISO 9001:2000's continual improvement requirements, and ensure 360 degree communication positive and corrective feedback to all members of the company.

Employees interact with ESFS through a Kiosk and Web browser based interfaces. Management level personal will evaluate suggestions from their desktop computers utilizing the same interface as plant floor employees.

Employees may feel reluctant to offer suggestions if they believe that management is not truly interested in their ideas. IES Group employs a tiered rewards system for implemented suggestions. The first tier utilizes a coin based rewards system. IES Group works with local businesses setup a coin acceptance program with local business like Tim Hortons. The second tier engages all employees in a yearly rewards ceremony to celebrate "High Powered Suggestions".

Let IES Group demonstrate how ESFS can enable consistent, predictable and measurable results in your organization.

At a Glance

- *Allow business-relevant issues to drive content of collective feedback.*
- *Analyze if corporate culture is part of daily work life and Identify room for improvement.*

Key Benefits

- *360 degree communication feedback loop*
- *Departmental & monthly analysis by suggestion count vs suggestions implemented*
- *Leadership training on giving and receiving constructive feedback*
- *Self/Team Assessment*
- *Strengthens team building process, and allows for sharing of best practices internally and with other plants*

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