

IDEA MANAGEMENT – CAPTURING PEOPLE’S IDEAS

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The presentation reviewed key items to successfully capture people’s ideas. A separate PowerPoint presentation provides the presentation slides. An additional linked document on the Total Quality Systems Software site was also used in the presentation – “Getting Ideas Resolved”. These are all available on our Articles page on our site.

Below are questions asked of the group to take a look at our own idea schemes – “How good is our scheme at successfully capturing peoples ideas?”

DISCUSSION

Let’s take a look at our own schemes and see what is important:

Items to Score	How Are We Doing?	How Important is This	Notes
1. If we randomly asked an employee about our scheme, would they be aware of it?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we’d like to improve <input type="checkbox"/> Something I’m loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
2. Further, would they have a positive outlook on the scheme?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we’d like to improve <input type="checkbox"/> Something I’m loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
3. Is it easy for an average employee to submit something into your scheme?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we’d like to improve <input type="checkbox"/> Something I’m loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
4. Is on-line access available?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we’d like to improve <input type="checkbox"/> Something I’m loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	

Items to Score	How Are We Doing?	How Important is This	Notes
5. Do we provide support/help for people submitting ideas?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
6. How well do we listen?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
7. How well to we mentor?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
8. Are we working through ideas on a timely basis? Are we removing any red tape or bureaucracy that isn't needed?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
9. How fair is our award or recognition process?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
10. How good are we at dealing with ideas that cause conflict? Are we just following the rules (or possibly hiding in our offices) or do we really try to find resolution?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
11. How well do we train people on creativity tools, problem solving, conflict resolution or other issues that impact our scheme?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
12 Does management feel our scheme is strategic to organisational success?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	

Items to Score	How Are We Doing?	How Important is This	Notes
13. Is our scheme driving cultural change?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
14. Is our scheme adapting and growing to fit our current cultural environment?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
15. How do we compare to the top of the pack – the Toyota and Honda level organizations?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
16. How excited and involved are we in our own scheme? Is it a career building job?	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	
17. Other:	<input type="checkbox"/> Do a super job <input type="checkbox"/> Do an average job <input type="checkbox"/> Something we'd like to improve <input type="checkbox"/> Something I'm loosing sleep over	<input type="checkbox"/> Very Important to our Scheme and Organisation <input type="checkbox"/> Somewhat Important <input type="checkbox"/> Unimportant	

Some of these questions may be tough to answer. It is challenging to take a hard look at something we manage. Ideally, have other colleagues running other suggestion or idea systems to also look at their programs. Then share the results with each other.

Another approach is to have the following answer the same questions:

- ◆ Manager the idea system administrator reports to
- ◆ Senior management
- ◆ Selected evaluators
- ◆ Selected submitters

In doing the above, the questions may need to be reworded to fit your culture. From these results, we can identify clear areas that we want to focus on for improving. This focus may be better aligned with what management sees as important and have a higher potential for success.

If there are questions that you felt are missing from the list or improvements to them, please share them with us via email to jims@tqs-sim.com!