



FlowRATE Newsletter - February 2017
The Quality Corner

Increasing Employee Involvement in Continuous Improvement

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Throughout my career and based on my experience, creating a culture of continuous improvement is not an overnight process. It takes positive leadership from senior management, support from middle management, buy-in from employees, measurements to track progress, and major teamwork. At SVF, we are instituting a few programs that will support our ongoing continuous improvement efforts.

Firstly, an **Employee Suggestion Program** will be implemented on April 1st. The goal of this program is to assure that two-way communication takes place, whereby all employees will have the chance to provide meaningful and cost beneficial suggestions for improvement. These suggestions will be reviewed by management for next steps and communication of those next steps will be relayed to all employees.



This Employee Suggestion Program will work best if the following points are followed:

- Designate an individual who will be responsible for providing immediate feedback to the employee who submitted a suggestion, even if that means a, "Thank you for your submission. We will review and let you know how we might be able to make improvements." This goes a long way in making an employee feel like their opinion is valued.
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- All entries are received and followed up on.
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- Make sure to provide feedback on suggestions to employees. For example, you can take 5 minutes weekly during a shift start meeting to read out suggestions that are being considered, and recognize the employee who submitted them.
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- If a suggestion is not considered, it is important to communicate back to the employee why it is not being implemented. This is the only way for an employee to learn what suggestions may or may not work.

I have also learned that positive reinforcement rules the day. So, we are also going to add another component by implementing an "Above and Beyond!" program. The idea is to reward employees for going above and beyond the call of duty with safety, quality, teamwork, or any aspect of their work. I look forward to these positive changes and adding to our culture of continuous improvement.

**Source: A section of this article were sourced by Ryder.com*

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