

**Introduction**

Low participation and poor quality of suggestions are the two biggest challenges faced by companies which operate a staff suggestion scheme. This leads to other problems like delay in processing and implementation of suggestions, reduced enthusiasm of staff and managers, and waste of resources.

This problem can be addressed through training. In fact, a study mission to Japan organised by the National Productivity Board in 1987 found that training staff in how to make suggestions was a common practice among outstanding organisations like Toyota and Matsushita. Hence, this programme was developed.

**For Whom**

All staff who are eligible to participate in the company's staff suggestion scheme.

**Objectives**

To help your staff to master the basic technique for making suggestions; from problem identification, to idea generation, to suggestion writing. On completion of the training, staff will:

- Understand the factors that hinder their ability to make more and better quality suggestions.
- Become more alert to situations in their day-to-day work where opportunities for suggestions arise.
- Acquire creative thinking skills to generate ideas
- Know how to present their ideas in the form of workable suggestions which are easy to understand, evaluate and implement.



**Duration:** 1 day (7 hours)

**Methodology**

Emphasis will be placed on practical application. Extensive use of practical examples and cases will be made in this course. Participants are expected to undertake exercises and action assignments under the guidance of the instructor.

A specially produced video entitled "Ideas No Enough" which featured local actors, will be used to enhance the effectiveness of the training.

**Venue :** In-Company

**Fee :** \$100 per participant



Hoshin Management Services Pte Ltd

# TRAINING PROGRAMMES

**Ideas@Work series****Programmes in this series**

- TEI: Tapping Employee Ideas (for SS committee members)
- ESS: Encouraging Staff Suggestions (For managers & supervisors)
- TES: Tools for Effective Suggestions (For staff)

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**Introduction**

Do you face these problems in your staff suggestion scheme?

- Low participation and support from staff,
- Poor quality of suggestions,
- Much time spent in processing and evaluating suggestions.

If you do, you are not the only one. The above are some of the common problems faced by many organisations that have implemented a staff suggestion scheme.

**Course Objectives**

This seminar is designed to help you to develop strategies to overcome the above problems. In this seminar you will:

- Learn about the basic elements of an effective staff suggestion scheme,
- Understand the key factors of success in managing a staff suggestion scheme,
- Review the state of the staff suggestion scheme at your company,
- Develop strategies to enhance your staff suggestion scheme.

**For Whom**

- Members of the staff suggestion scheme committee & secretariat,
- Department suggestion scheme coordinators

**Seminar Contents**

1. What is a Staff Suggestion Scheme (SSS)
2. Basic structure of a SSS
3. Difficulties and pitfalls of operating a SSS
4. Strategies to Enhance your SSS
5. Role of Management

**Trainer**

Mr Lam Chun See is principal consultant of Hoshin Management Services Pte Ltd, specializing in Japanese-style employee involvement programmes like QCC, 5S and suggestion schemes. He received training at the Japan Productivity Center and from working alongside Japanese productivity experts attached to the NPB from 1985 to 1991. Since 1986, Mr Lam has assisted numerous companies in Singapore and Malaysia in improving their staff suggestion schemes.

**Duration:** One day

**Introduction**

In order for your company to overcome many of the problems commonly encountered in managing the staff suggestion scheme such as:

- Low participation and support from staff,
  - Poor quality of suggestions,
- it is vital to involve the line managers.

**Course Objectives**

This seminar is designed to help the manager to perform his role in the effective implementation of the suggestion scheme. In this seminar he will learn about:

- The common problems of operating a staff suggestion scheme,
- The key factors of success in managing a staff suggestion scheme,
- How to help his staff to come up with more and better quality suggestions.

**For Whom**

Managers and supervisors who are responsible for promoting the suggestion scheme to their subordinates.

**Seminar Contents**

- What is a Staff Suggestion Scheme (SSS)
- Difficulties and pitfalls in operating a SSS
- Role of the manager in leading staff suggestions
- Nemoto's 5 principles
- Guiding subordinates in writing suggestions

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