

feedback **FRIDAY!**

A time-limited improvement ideas
Tournament. Improvement ideas to
reduce waste, improve customer
service and work smarter!



BREAK THE ROUTINE!

That's one reason Feedback Friday work so well.
Workplace creativity and thinking outside-the-box
is never routine!

WHAT IS FEEDBACK FRIDAY EXACTLY?

ON FEEDBACK FRIDAY
THERE ARE TWO
TYPES OF SUGGESTION.

One is about stopping doing things that no longer add value! The others unleash powerful IMPROVEMENT ideas which boost profit, customer service, loyalty and engagement.

Simple, effective, compelling



Launching a Feedback Friday in your organisation is fun, fruitful and delivers immediate return. There's no distraction from day-to-day activity and problems of geography and busy schedules disappear!



Continuous Improvement

People can participate anonymously or with real names and photos. You decide (or it can be both real and anon). The point is that employees want to participate. And now it's easy to let them. The Idea Games takes the politics and the knowledge "silos" out of the race. You're going to be amazed at the results. And because it's employee events, morale and engagement will also improve.

Ideas, experiences and insights are in one place, enabling participants to generate, share and prioritize feedback in a trusted, fun and engaging event.



WHAT'S THE BUSINESS PROBLEM FEEDBACK FRIDAY SOLVES?

They make employees part of the process. That way they have a stake in the outcome!

HERE'S THE PROBLEM(S):

- ✓ Current feedback cycles for organizations are too slow and ineffective.
- ✓ Asking about innovation or continuous improvement annually is really not good enough if competitive advantage is the name of the game (and it IS the name of the game!).
- ✓ Surveys can be very disengaging and can be very hard to analyse.
- ✓ Enterprise Social Networks lack purpose.

WE MANAGE THE WHOLE PROCESS

Set-up, content, communication, reporting. You focus on the ideas' Event and the knowledge generated, not how to load the firing gun or building the stadium!

The Feedback Friday platform is pre-setup to focus on core business Challenges, enabling you to get going in a matter of hours. You use our Event templates (or they're amended to suit). Of course you can easily add your own new Events if required. There's no limit. The launch email (sent by the system if you wish) is also taken care of.



The Communication process

Everyone who suggests an idea is acknowledged and thanked automatically. Communication and feedback can be very rapid.

At the end of each event (or during it as required) we provide the reports. All ideas and comments are collated, sorted, ranked and sent to you for further evaluation and discussion. Communication is easy.

You can easily share outputs with the right people, making your innovation meetings a pleasure. Ideas can be immediately actioned which will resonate with your employees, reinforcing your company's commitment to action and continuous improvement.

**Ideas are the starting blocks.
Innovation progresses with conversation**

In Feedback Friday everyone is part of the Team - those with ideas and those affected by them. Ideas are key of course, but everyone can participate with votes, with comments and with conversation to support, develop and improve ideas suggested. People are made part of the process of change and are far more likely to help in *Getting to Yes!*

2 HOURS

That's how long in total it takes for you to oversee our work and make sure everything is in place ready to GO!



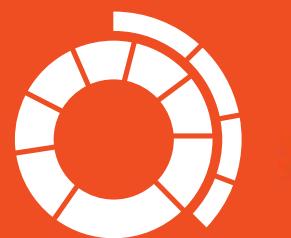
Participant data imported
Branding complete



Content Agreed and Ready



Communication and Monitoring



Final Reporting

INCLUSION



EVENT SCHEDULE

During the process we communicate with participants as necessary, encouraging responses and highlighting any idea that has immediate vibrancy and acceptance by management (*this will encourage more response*).

1. Set Up
2. Feedback Friday is launched!
3. Ideas Flow
4. Feedback and great Communication
5. Reporting
6. Evaluation



IDEA FLOW



Log in to a secure environment



Submit ideas



Vote and comment



Get alerted when new activity

WORKING SMARTER



Employees are eager to use a process that is clear, easy and purposeful



KEY FEATURES

In Feedback Friday you have a proven process. It makes it easy for people to enjoy explaining and getting support for their problem-solving and money-saving ideas.

1. Submit ideas
2. Vote to show support
3. Comment and improve
4. Evaluate and prioritize ideas
5. Communicate results – interim and final
6. Show the Leader board

Rank	User	Contributions
1	demo800	22
2	maynardo77	10
3	HelenaSiako1	4

Post a New Idea
Sustainability
Idea Title *(Required)* Maximum 200 characters

Describe Your Idea (please mention purpose and benefits. Maximum 2000 characters)

Automated Text Alert
HelenaSiako1 Automated Alerts
When a problem is detected with Council's computer systems or I alert is sent to all computer users. This alert would be sent to each telephone number. To comply with article 8 of the Human Rights Alert system would be to reduce the flow of telephone calls to the working at home or in locations by themselves when a computer is

Moderator Response **PLANNED**
John Smith (Moderator)
We will schedule this asap. It will make this excellent idea!

Comments (8)
Add a comment...

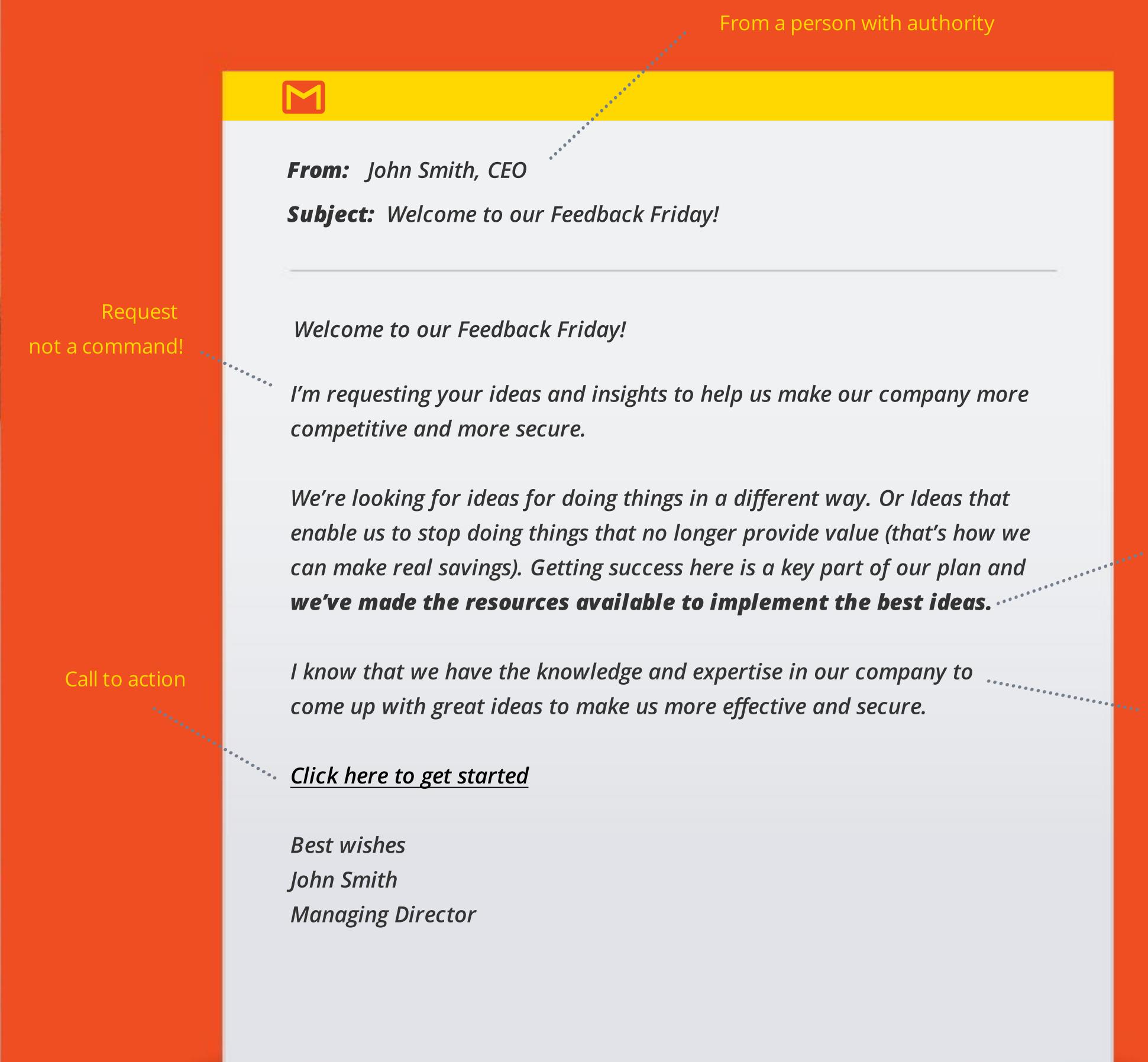


FEEDBACK FRIDAY IS ALL ABOUT THE INDIVIDUAL

Feedback Friday combines people's natural preference to share and their desire to make things better, with a compelling process which encourages and recognises effort. Simplicity, clear purpose and timely communication all combine, making it easy to make a contribution and be part of the process.

This is a very important fact: the Feedback Friday is based on the fact that the individual person at work knows better than anyone else what makes him or her more productive (even in routine work the only true expert is the person who does the job).

AN INVITATION FROM THE BOSS GETS RID OF OFFICE POLITICS



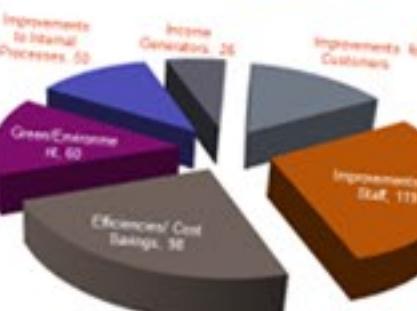
OLYMPIC RESULTS

At the end of the event – all ideas are collated into actionable reports which can be shared with colleagues. They make your innovation meetings much more effective.

Innovation Team Reports

Innovation Horizon

List of all ideas, initial review



Ideas by Category

Ideas can be further monitored

Ideas by Status

High, medium, low – run report by priority

Ideas by Priority...

By Award

Enabling easier communication

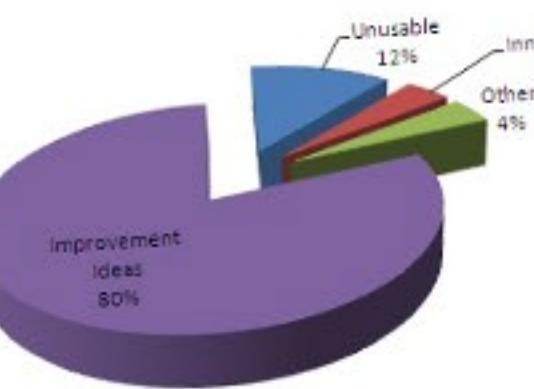
~12% UNUSABLE
No action needed.

~4% INNOVATIVE

~80% IMPROVEMENTS

Includes both incremental ideas as well as improvements to existing products and services.

You'll get **these** outcomes



Status	Moderator Comments	Department	Comments	Date
Planned	We will schedule this asap. It will make communication and problem solving more effective. Thanks for this excellent idea!	N/A	2	22/10/2014
Banked	When a problem is computer systems providers services a computer users. This each users phone number. To of the Human Rights one number would and not disclosed to manager, Human of the text alert reduce the flow of ICT help desk from working at home or leaves when a detected.	N/A	2	22/10/2014



CUSTOMERS

Our Idea Management clients include Esure, Local authorities from Aberdeen to Cornwall, the Australian State Governments of Queensland and Western Australia, The United States Government, Private companies and public sector organisations globally.

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the Earth**

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CUSTOMERS SAY

We save so much time in receiving, reading, evaluating and prioritising ideas. And communicating results and feedback to staff is so efficient. Structured, organised and latest idea reports make life so easy! Innovation meetings are a pleasure!

Dublin City Council led the way in local authority employee-generated Innovation. Implementing 27 productivity increasing ideas from 97 short listed. All generated within a few weeks.

In Aberdeen City Council has over 1000 MOTIVATED PARTICIPANTS, hundreds of ideas and many more hundreds of thoughtful comments and discussions.

In Esure, we had the forum up and running within 2 weeks of the selection meeting. A week later we had 67 new ideas; 115 in the first month.

The team were amazingly accommodating when we were looking for Idea Management software. They helped us set up a comprehensive trial and supported us throughout. Communication and speed of response was always top notch, and nothing was too much work.

Within just 6 days of launching, we had Ideas voted on 268 times; 13 great ideas submitted; 9 comments and improvements. It really got everyone engaged and is going strong ... and that's just week one!

Feedback Friday provided the software to support our Staff Ideas Scheme 2013. I have to say it was a pleasure working with the support team; any requests were sorted out or implemented quickly and efficiently.





THE BENEFITS SUMMARISED

- Dramatically increases capacity for innovation and continuous improvement.
- Leverages the knowledge in a company leading to increased competitive advantage.
- Removes obstacles to innovation, for example, ideas being developed in silos.
- Illustrates that you are a Learning Organisation, modern in outlook.
- Motivates engagement, makes employees feel they can be influential.
- Increases employee engagement and peer-to-peer learning.
- Reduces churn through increasing workplace satisfaction and involvement.
- Reduces time spent in brainstorming sessions and innovation meetings.

Benefits to Managers

- Encourage their team to think about improvement and change.
- Create regular "Challenges" for employees/teams to solve issues.
- Promote team collaboration and employee engagement.
- Educate about the process of innovation, from conception of an idea or initiative, through its incubation, evolution and evaluation, and final presentation.

Benefits to Employees

- They know that management values their contribution and experience.
- They can participate at the level they feel most comfortable with - suggesting Ideas, or making comments, or voting or just reading.
- They feel part of the process and this gives them a stake in the outcome.
- Recognition of effort and initiatives aids performance.

12 YEARS IN INNOVATION

**WE ARE AN IDEA MANAGEMENT
COMPANY WITH OUR ORIGINAL
BASE IN THE HEART OF EDINBURGH,
SCOTLAND.**



Our early work with such organisations as the Scottish Parliament, The Welsh Assembly, Harvard Law School's Global eParliament Project, the UK Department of Trade and Industry, the Office of the Deputy Prime Minister's eDemocracy National Project and over 40 local governments has led to our international presence and clients on 4 Continents!

With representation in Edinburgh, Dublin, Liverpool, Rennes, Brussels, Sydney and St Paul, Minnesota our team is inter-cultural. Our people have worked in China and Eastern Europe, in the UK, Germany, France and Belgium.

Feedback Friday works well because the best "consultants" you'll ever hire are already on the payroll - your employees. This is an ideas fest that kicks office politics and knowledge "silos" out of the way. When that happens you'll be amazed at the results.

We embrace the late, great Steve Jobs' view: "Work hard to make it simple. Simple can be harder than complex: you have to work hard to get your thinking clean to make it simple. But it's worth it in the end because once you get there, you can move mountains".





feedback**FRIDAY**

GET IN TOUCH



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