

Memo

TEAM OPERATE

Whirley
WHIRLEY INDUSTRIES, INC.

From: Terry

4-15-93

To: WHIRLEY MANAGERS

Re: Good Idea Club

I have attached my original memo outlining the Good Idea Club process to help everyone understand what is going on. In further discussion at Team Operate we also feel there should be a move toward more clearly defining the "Rules of the Game". Here's how we will proceed.

1. All good ideas should be submitted on the G.I.C. form. The review form will be changed in order to better incorporate the G.I.C. form. All managers should make sure that Good Idea suggestion forms are readily available in their departments.
2. April 30, 1993 will be the last day that previously implemented ideas can be entered for award consideration.
3. We feel that ideas must be better defined in order to consider them for awards. Making a vague or general statement or simply pointing out a problem does not qualify as a good idea. Attached is a revised G.I.C. suggestion form (#4) that we feel will help better define the requirements.

Also attached, you will find the latest follow-upper list and award list from Team Operate (#5 & #6) so you can see how the program is evolving. Quality certificate awards have been made, hats and pins will be available in a few weeks. Please feel free to offer *your* ideas regarding the GOOD IDEA CLUB.

Questions/Comments _____



Terry F. Lyle
Team Operate Facilitator

Memo

TEAM OPERATE

Whirley
WHIRLEY INDUSTRIES, INC.

From: Terry

3-31-93

To: WHIRLEY MANAGERS

Re: Good Idea Club

Here are the steps to follow in order to help the Good Idea Club work efficiently and effectively and ensure that responses to employees suggestions are prompt.

1. Send all suggestions to Sally in the personnel department. They will be reviewed and logged according to the procedure that Sally has already established (see "1" attached).
2. Suggestions for the G.I.C. will be passed on to Terry to present to Team Operate for review.
3. Suggestions will be assigned for follow-through to the Team Operate managers that seem appropriate. T.O. will determine the appropriate award (if any) for each suggestion based on feedback from the suggesting employee and the department managers involved (see "2" attached).
4. Awards will be made based on originality, cost savings to the company, and our ability to implement the idea. The T.O. manager following through on the suggestion will issue a response to the employee describing the award made (see "3" attached). Remember, you must still follow through based on the original suggestion procedure as noted in number 1 above.
5. Awards will be made within a week after the decision. (Note: at this writing hats and pins are not yet available).
6. Supervisors are eligible for good idea club awards.



Terry F. Lyle
Team Operate Facilitator

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Here is a slightly altered version of the procedure for suggestions, Terry has reviewed it, please comment if you think we can improve. Do not complicate this simple idea!

To: All Whirley Managers
From: Personnel *Sally*
Subject: Suggestions from Employees

We have struggled to find the right approach to address the employee suggestions that come on employee evaluations and in our suggestion boxes. We have never found the perfect combination.

2/15/93 Herewith another procedural change. Not perfect. This one may control the process better and lead to the best solution.

in place
1. Wendy & Lisa will collect the suggestions on Monday of each week and forward them to Sally.

in place
2. I will set up a Master list of these suggestions listed under the Month and the Master list will be tickled-filed by the month. (see attached sample month) *the Whirley good idea club Form will do it*

1/2 to begin 2/16/93
in place
3. Personnel will send the actual suggestions to the Department Manager with/without comment from Personnel, ~~but with an "Information sticker" showing proper channel or channels and date sent.~~ Copies of the suggestion may be sent to ~~Team Engineer (Bob), Team Operate (Terry)~~ or to another Manager *if warranted.*

4. Managers will address the suggestions - acknowledge to the employee and also bring to the attention of others - or start a departmental team to address an internal suggestion. Whatever is appropriate.

5. When the Manager has acted upon the suggestion, send Personnel (Lisa Glotz) a voice mail saying so. Lisa will then check it off the Master List. A note from the Manager to the Employee saying that the suggestion has been received is not enough. Please tell the Employee what action is being taken (or not taken). If it has been referred to a committee for consideration, that will be considered "done" as far as Personnel is concerned.

6. This approach puts the responsibility square on the shoulders of the Manager from whose Dept. the suggestion comes. This is the only way the Employee gets real feedback. If the suggestion is so interesting that it goes to a Team or a committee - so much the better - but the initial response is what we need to secure for even the most minor contribution.

in place
in place
Personnel collects it....catalogues it....distributes it...Manager takes care of it.....committees/teams study it.....employee receives ack... Lisa gets a voice mail.....the suggestion receives a checkmark....finis.

in place
P.S. every quarter, Lisa will look at the Master list and follow-up on any suggestions which do not have a finished check mark.

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"GOOD IDEA CLUB"
MANAGED BY "TEAM OPERATE"
REQUEST FOR MORE INFORMATION

TO _____

DATE _____

_____ submitted the attached idea on _____.
We need your help and guidance so that we can reply promptly.

COMMENTS/QUESTIONS _____

Thanks for your help and please return to me asap.

Team Operate:

- | | | | | | |
|-----------------|-----|-------------|-----|-------------|-----|
| Terry Lyle | 135 | Bill Turner | 436 | John Snyder | 144 |
| Andrew Sokolski | 156 | Larry Faul | 416 | Andy McGraw | 414 |
| Keith White | 465 | Lana Creal | 187 | | |

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"GOOD IDEA CLUB"
MANAGED BY "TEAM OPERATE"
EMPLOYEE RESPONSE

TO _____ DATE _____

THANK YOU! For your idea which is summarized as follows...

- Your Idea is being studied and we will report back to you in the near future.
- Your Idea is really a request for additional "benefits" and has been given to our Personnel Department. Although it doesn't qualify for a "Savings Award," we appreciate knowing how you feel.
- Your Idea is not really new (per comments listed below). However, keep trying -- "Rome wasn't built in a day."
- Your Idea is not feasible at this time (in our estimation -- per comments listed below). However, please keep trying -- Whirley wasn't built in a day, either.
- Your Idea is for a Machine that is more complicated than we can consider, at least at this time. Keep trying -- Einstein and Edison weren't able to use all their ideas, either.

COMMENTS _____

MANY THANKS! for submitting your Idea and please see any Member of Team Operate if you have further Questions. The name that is "checked" prepared this form.

- | | | |
|---|---|---|
| <input type="checkbox"/> Terry Lyle ext. 135 | <input type="checkbox"/> Bill Turner ext. 436 | <input type="checkbox"/> John Snyder ext. 144 |
| <input type="checkbox"/> Andrew Sokolski ext. 156 | <input type="checkbox"/> Larry Faul ext. 416 | <input type="checkbox"/> Andy McGraw ext. 414 |
| <input type="checkbox"/> Keith White ext. 465 | <input type="checkbox"/> Lana Creal ext. 187 | |

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WHIRLEY GOOD IDEA CLUB SUGGESTION FORM

We're looking for ideas that will improve Quality, Systems, Checklists, Procedures and Safety in order to make the best possible product in the shortest possible time. Please state the problem or condition that you feel can be improved, then explain your solution in detail. Be sure to include facts, figures, and drawings that will help clarify your idea.

Name _____ Clock # _____ Department _____ Date _____

Problem _____

Your Solution _____

Follow up assigned to _____ Date _____		SUGGESTION #
Award made _____ Date _____		

Copies:

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GOOD IDEA CLUB -- FOLLOW UPPERS

- | | | | |
|------|---------|-----|--|
| 3-10 | Larry | 5. | John Foreman -- Packing of product. |
| | John S. | 18. | John Linza -- Wet Wyp-Alls for cleaning Con-Airs. |
| 3-24 | Larry | 27. | Becky Adams -- Hanging files mounted on machines for Routings, Tickets, etc. |
| | Larry | 44. | Annette Sharpe -- Remove foot pedals from Welders. |
| | Andy S. | 59. | Janet Nearing -- Master list of problem collection accounts - automated. |
| | John | 60. | Thomas Sliter -- Service presses to prevent oil leaks. |
| 3-31 | Terry | 64. | Daryl McKown -- Mandatory use of Print Request Form. |
| | Terry | 66. | Amy Rosborough -- Place "Whirley" Pantone Color Document in Apple Menu. |
| | Terry | 69. | Amy Rosborough -- Name Fonts numerically in computer. |
| | Keith | 71. | Tim Johnson -- Locate Mold Dept. time clock by cafeteria. |
| | Bill | 72. | Bonnie Wright -- Install GFI outlet by water fountains. |
| | Larry | 73. | Barb Wright -- Cell inventory sheet. |
| | Larry | 74. | Amy Saporito -- Handle Welder Box Handling Procedure. |
| | Larry | 75. | Frank Mitchell -- Color Coding Tally Sheets. |
| | Larry | 76. | Frank Mitchell -- Developed Silk Screening Tables. |
| | Larry | 77. | Frank Mitchell -- Slide Clip on Igniting Probe for Flame Treat. |
| | Larry | 78. | Frank Mitchell -- A Viscosity Instrument for Silk Screen Inks. |
| | Larry | 79. | Frank Mitchell -- Automatic Controls for gas and air on Kase Printers. |
| | Larry | 80. | Frank Mitchell -- Slide Clips for loading chutes. |
| | Larry | 81. | Frank Mitchell -- Automatic Loading System for Kase. |
| | Larry | 82. | Frank Mitchell -- Fire Extinguishers at all Kase Printers. |
| | Terry | 83. | Frank Mitchell -- New Filing System for Plates. |

GOOD IDEA CLUB -- AWARD WINNERS

Eugene Button	\$100 + Hat	65.	Feeder tube under Feeder Hopper to prevent waste.
Joe Wiler	\$50 + Hat	8.	Combine Production Ticket with Inventory Ticket.
Frank Mitchell	\$50 + Hat	13.	Fountain Test Stand.
Bill Hussey	\$50 + Hat	21.	Covers for Fork Lifts.
John Elms	\$50 + Hat	54.	Monitor Stacker Printers to pinpoint shutdown problems.
Paul Jamison	\$50 + Hat	55.	New Drip Trays for Fountains.
Joe Wiler	\$50 + Pin	22.	Run Parts Slow to Start
Paul Jamison	\$50 + Pin	57.	Add lights at end of conveyors.
Chuck Morrison	\$25 + Hat	14.	Mirror on Screener.
Amy Tannler	\$25 + Hat	45.	Page system to recall Loaders when Printer is ready.
Karla Urbanik	\$25 + Hat	50.	Registering color seps in scanner for PBN.
Amy Rosborough	\$25 + Hat	68.	Computer Job Log.
Joe Wiler	\$25 + Pin	7.	Questionnaires for Printers.
Bill Hussey	\$25 + Pin	24.	Warren City Lines Replace Clutch.
Frank Mitchell	\$25 + Pin	61.	Safety Net A-30.
Paul Jamison	\$25 + Pin	56.	Stop buttons at end of Printer conveyors.
Jim Kanaan	Hat	1.	Overtime Procedure/Vacation Days.
Tom Cappello	Hat	2.	Dating Memos.
Donna Avellino	Hat	3.	Clear T-50's and T-80's to Check Welds.
Karen Lee	Hat	11.	Conveyor to Elevate Products.
Mike Massa	Hat	12.	Team Building Classes.
Amber Donaldson	Hat	15.	Conveyors for Handle Welding.
Brian Wingerter	Hat	17.	New Mandrels on Kase Machines.
Andy Marino	Hat	20.	Anti-Skid Tape.
Allen Nelson	Hat	23.	Chemicals in Covered.
Marjorie Eastman	Hat	10.	Doctor Idea.
James Jourden	Hat	63.	"Scrap Box" for old scrap wood.
Laura Henry	Hat	29.	Automatic runner separator for Travel Bottoms.
Marc McChesney	Hat	30.	Loading chutes for SilkScreen.
James Fleming	Hat	37.	Coffee bean containers.
Robert Lundberg	Hat	39.	Consumer Hotline for Quality Feedback.
Mark Hannold	Hat	40.	Machine Assignment Program.
Brett Whitling	Hat	53.	Computerize Kase Printers and vacuum to keep dust away.
Becky Adams	Hat	26.	Machines convertible to left handers.
Jerry Johnson	Hat	31.	Software/equipment to measure color accuracy for Handles.
Darla Retterer	Hat	41.	Automated Straw Bagging.
Joe Wiler	Pin	6.	Procedure to Avoid Scratching.
Karla Urbanik	Pin	51.	Procedure for Printing from several computers.
Amy Rosborough	Pin	70.	Print Art Transition Information on an envelope.
Bob Mandeville	No Award	4.	Various Maintenance Ideas.
Liz Kifer	No Award	9.	Fringe Benefit Requests.
Brian Johnson	No Award	16.	Credit Union.

Liz McClellan	No Award	19.	New Assembly Machines.
Bob Sedon	No Award	25.	Shop Committee.
Helen Little	No Award	33.	Better checking methods for weld tests.
Charles Smith	No Award	34.	Use bright paper for Production Tickets.
Charles Smith	No Award	35.	More room between Welders and Packing Lines.
Laura Henry	No Award	36.	Tureen Lunch.
James Fleming	No Award	38.	"Whirleyteen" like a canteen.
JoAnn Gazdak	No Award	49.	Combine Sales Dept info and Printing info to determine what Negs/Plates are needed.
Tim Bearfield	No Award	52.	Redesign mandrel for easier plate adjustment.
Paul Jamison	No Award	58.	Set-up cup rack.
Becky Adams	No Award	28.	Automated machine for folding coffins.
Gregory Perry	No Award	32.	Post volunteer fill-in personnel from existing employees on days off.
Darla Retterer	No Award	42.	Speed up slow machines.
Annette Sharpe	No Award	43.	Better ventilation.
Amy Tannler	No Award	46.	Speed up Handle Welders.
No Name	No Award	47.	Require hard hats and safety glasses in Pressroom.
JoAnn Gazdak	No Award	48.	Contracted workers who deal with employees to have DDI Training.
Amy Rosborough	No Award	67.	Procedure to print Fax Approvals and Separations.