

Welcome
to
100/10
Academy

STAFF SUGGESTION SCHEME INTRODUCTION



- Basics = Little improvements.
- Based on line of sight.
- Ideas = practical, doable, change-oriented.
- Be specific, precise, Action Based.



- How can customers be happier?
- Customers: Who use your product or service?
- Customers Define your success.
- The Boss, The Colleagues, outside customers.
- All deserve, Demand Satisfaction.



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- Step into their shoes.
- What do they want?
- What do they expect?
- What will excite 5 senses?
- How can they be satisfied?



- Quality = Excellence.
- The 3QPS: Products: People: Procedures.
- What do you produce?
- Scrap unproductive Department/Unit.
- How can you improve product?

PEOPLE



- Who is positive; negative?
- What has unproductive attitude?
- Who should be absent?
- Who brings the greatest trouble?
- Who can come here from elsewhere?
- How can we train people?

PROCEDURES



- What method of procedures in operation?
- What change or improvement necessary?
- How can it be faster, cheaper, easier, better, safer?
- How can you do this?

WASTE/COST CONTROL



- About materials: People: Money: Time.
- Little loss grows bigger; unattended.
- Waste not; want not!
- How can you reduce cost?
- How can you reduce waste?

MATERIALS



- Ways of economy can we adopt?
- What are needless materials?
- What are cheaper substitutes?
- What are better substitutes?
- How to stay clean, tidy, safe?

PEOPLE



- Who is redundant or incompetent?
- Who is the weakest link?
- Where to transfer her to?
- Who is the strongest link?
- Where to promote her to?

MONEY



- What elephant project is being fed?
- What to stop buying?
- What loopholes for thieves?
- How to improve security?
- How to improve accountability?
- What to sell off?

TIME



- How/Where can we save time?
- On what to exercise delay?
- What to take immediate advantage of?
- How can we create fun?
- How can we improve happiness?
- How to promote Health, Wellbeing?

REPAIRS AND MAINTENANCE



- List materials that need repairs.
- Never neglect, even little, damage.
- What should we transfer to where, why?
- What should we stop repairing
- How can we rearrange furniture, fittings?

SALES



- We could double our sales if
- What are current income avenues?
- What are potential income avenues?
- What can make customers to pay now?
- How can we eradicate bad debts?



- We could see the highest customers if
- What could we copy?
- How could we do creative imitations?
- Who could we copy?
- How can we make it?
- Where could we visit to copy?