Ideawake

INCORPORATING IDEAWAKE INTO YOUR FORMAL REVIEW PROCESS

Where Does Innovation Fit into Your Existing Performance Review Process?

One of the best ways to ensure long-term engagement and success of your innovation platform is to tie the key metrics to the success of a continuous improvement or innovation program into your formal employee review process.

This shows employees that leadership is not just "talking the talk," but walking the walk in terms of the importance of your employees engaging in your program.

Objective Metrics and Measurements for Formal Reviews

These are the "black and white" measures that you can use to measure employee success in your innovation or continuous improvement program.

- **Number of Submitted Ideas:** We suggest that each employee participating in the program submits at least 3 ideas per quarter, or 12 ideas per year.
- **Number of Suggested Improvements to Ideas (Comments):** The total number of suggested improvements an employee makes to ideas. Employees should leave at least 5 suggested improvements per quarter, or 20 suggested improvements annually.
  Number of Reviews Submitted: Number of scorecard reviews an employee leaves on submitted ideas. Each employee should review at least 5 ideas per quarter, or 20 reviews per year.
- **Reply Rate to Comments:** The percentage of time that a user replies to comments from another user. Users should have an average of a 75% reply rate to comments in your community.
- **Identified Dollar Savings of Ideas Submitted:** Each employee engaged in your program should be able to identify on average $1,000 in savings quarterly, or $4,000 in savings annually. Note the dollar value of savings identified will range based upon your company's program, goals, and types of challenges you're running.
- **Implemented Dollar Savings of Ideas Submitted:** This metric should only be used when employees have a locus of control for implementing the ideas they are submitting. The dollar value of savings implemented will range based upon your companies program and goals.

Subjective Metrics and Measurements for Formal Reviews

These qualitative metrics are usually measured and assessed with an employee over time and when used in conjunction with training materials provided below *(coming soon)*. We suggest incorporating these metrics into your program after one or two quarters of your program being live.

- **Quality of Submitted Ideas:** Idea quality can be measured by how well thought out an idea is when submitted. A well thought out idea includes:
  - Relates to the original challenge topic posed.
  - Is focused on improving customer experience vs. employee experience.
  - Goes beyond a simple one sentence description and provides a clear process
- **Quality of Suggested Improvements to Ideas:** Improvement quality can be measured by the following criteria:

Providing Resources for Improvement

We've provided resources to help employees improve underperformance based on the criteria we highlight above. Please find these resources linked up below:

Innovation - Area Needing Improvement	Relevant Resources
Improving idea quantity	(Coming soon)
Improving idea quality	(Coming soon)
Increasing dollar value of submitted ideas	(Coming soon)

CI - Area Needing Improvement	Relevant Resources
Improving idea quantity	(Coming soon)
Improving idea quality	(Coming soon)