

Assessment

Employee Suggestion Systems

First Edition

The objectives of this book are:

- To point out benefits of an Employee Suggestion System
- To explain how to set up an Employee Suggestion System
- To discuss promotion ideas for an Employee Suggestion System
- To present ways to avoid problems with Employee Suggestion Systems

■ CRISP_{series}

Disclaimer: This assessment was written to test the reader on the content of the book. The publisher and author shall have neither liability nor responsibility to any person with respect to any loss or damage caused or alleged to be caused directly or indirectly by the assessment contained herein.

Assessment Questions for Employee Suggestion Systems, First Edition

Select the best response.

1. Employees who are invested in their workplace:
 - A. Enjoy work more
 - B. Usually make meaningful contributions
 - C. Are likely to be committed to decisions they help shape
 - D. All of the above

2. Employee Suggestion Systems save U.S. businesses annually:
 - A. Two million dollars
 - B. Ten million dollars
 - C. Two billion dollars
 - D. Ten billion dollars

3. Without an ESS, useful suggestions may be:
 - A. Blocked
 - B. Neglected
 - C. Discounted
 - D. All of the above

4. The more efficient use of equipment always:
 - A. Encourages employee ideas
 - B. Decreases overtime
 - C. Saves power
 - D. Decreases manual labor

5. If employee suggestions are acted upon, employees will have:
 - A. Improved morale
 - B. Increased use of creativity
 - C. Tangible and intangible rewards
 - D. All of the above

6. Employees can make the most practical suggestions about their work because they:
 - A. Share ideas
 - B. Enjoy volunteering ideas
 - C. Are closest to it
 - D. Understand management problems

7. If employees enjoy their jobs, a formal Employee Suggestion System (ESS) is unnecessary.
 - A. True
 - B. False

8. To be successful, an ESS:
 - A. Should be created by employees
 - B. Does not require written rules
 - C. Must have the support of management
 - D. Should be created by management
 - E. A and B

9. Steering committees of an ESS should:
 - A. Represent the major functional areas of the organization
 - B. Be balanced in other ways relevant to the organization
 - C. Be selected from management
 - D. All of the above
 - E. A and B

10. A wise strategic policy with a new ESS is to have:
 - A. Ambitious objectives
 - B. Modest objectives

11. An ESS ensures that good ideas are:
 - A. Funded
 - B. Championed
 - C. Not blocked by neglect or opponents
 - D. All of the above

12. All ideas should be eligible except those regarding:
 - A. Other employees' compensation
 - B. Reminders of policies not being followed
 - C. Conditions of employment
 - D. All of the above
 - E. A and C

13. A flat rather than a percentage award is recommended for:
 - A. Nontraceable labor hours saved
 - B. Team awards
 - C. Intangible ideas
 - D. Any of the above
 - E. A and C

14. Team suggestions are best awarded by:
 - A. Cash and merchandise points
 - B. Travel and merchandise

15. To encourage participation in the ESS:
 - A. An appeals process should exist
 - B. All suggestions should receive some award
 - C. The ESS office should help fine-tune suggestions
 - D. All of the above
 - E. A and C

16. Which ESS program name will be most likely to succeed?
 - A. Employee-Generated Procedures
 - B. Cost Containment System
 - C. Quality Awards
 - D. Bright Ideas

17. It is important for an organization to specify exactly how ESS ideas should be submitted and how they will be processed.
 - A. True
 - B. False

18. Managers are most likely to encourage ESS participation if they:
 - A. Clearly understand the system
 - B. Are provided with suggestion and evaluation forms
 - C. Understand the rules and system flowchart
 - D. Receive a percentage award for their employees' ideas

19. To motivate participation in the ESS, management must:
 - A. Provide rules and forms
 - B. Promote it
 - C. Train employees
 - D. Believe in it

20. It is very important that someone win a suggestion award:
 - A. Every month
 - B. In every department
 - C. In the first few weeks
 - D. At even intervals

21. The ESS itself should:
 - A. Not need to be improved
 - B. Be reviewed regularly for possible improvement

22. Trying to change some policies or procedures in some organizations may be impossible.
 - A. True
 - B. False

23. The usual percentage of ESS-submitted ideas that cannot be adopted is:
 - A. 10-25%
 - B. 30-40%
 - C. 40-60%
 - D. 75-90%

24. Response time to a suggestion should not be longer than about:

- A. One week
- B. One month
- C. Three months
- D. Six months

25. If several people recognize an improvement need, the award should go to whomever:

- A. Recognizes the need
- B. Works out the solution

**Answer Key for
Employee Suggestion Systems, First Edition**

Recommended response (Corresponding workbook page)

- | | | | | |
|------|-------|-------|-------|-------|
| 1. D | 6. C | 11. D | 16. D | 21. B |
| 2. C | 7. B | 12. D | 17. A | 22. A |
| 3. D | 8. C | 13. E | 18. D | 23. D |
| 4. C | 9. E | 14. A | 19. B | 24. B |
| 5. D | 10. B | 15. E | 20. C | 25. B |