

# M+V Suggestion Box Policy

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**Approval & Revision History**

Revision	Drafted by	Reviewed By	Approved by	Issue Date
0	Sanjeev Kumar	Human Resources	Klaus Maier	31/10/2017

**This document supersedes the following document(s):**

None

**BACKGROUND:**

The concept of suggestion box was first suggested during the April 2017 Managers’ Meeting. It was presented, discussed and agreed in next Managers’ Meeting during October 2017. We (at M+V) do believe that our people are the most important resources that we have and our success entirely depends on all of us. Now this suggestion box is introduced to give employees opportunities to participate in decision making at work. We welcome and encourage your views through the suggestion box.

**PURPOSE AND SCOPE:**

This POLICY describes M+V Suggestion Box policies procedures and terms of submission. It describes decision making authorities, defines roles and responsibilities, and assigns accountability. This POLICY also establishes a rewards and recognition system for any valid suggestion.



Send anonymously





Submit

This policy is designed:

- To encourage everybody in M+V to think and share about better ways of doing things.
- To enhance our operational efficiency and effectiveness.
- To promote good staff relations and employee participation so that everyone feels a sense of involvement and commitment to Company's success.

It is available to all via the internet on the M+V website (*not available via a search engine or the menu*)  
<http://www.maiervidorno.com/suggestion-box/>

## DEFINITIONS:

**Suggestion box:** Online portal and process to submit suggestions.

**Suggestion Review Team:** The team officially defined to review all suggestions and ensure they are followed up by management.

**Suggestion Authorizers:** Mr. Klaus Maier and Mr. Francesco Motka

## RESPONSIBILITIES:

### Suggestion Review Team

- Review the suggestion - is it eligible?
- Acknowledge to submitter ( by the same day or latest next day)
  - have received it
  - when the next meeting will happen
  - ask for further inputs
  - Assign a value to the suggestion – money saved etc.
- Add all eligible suggestions to DROPs as a task
- Report monthly to Mr Klaus Maier & Mr Francesco Motka
- Monitor progress of suggestions.

### M+V Department Heads

- Support the implementation of suggestions as agreed by suggestion Authorizers.

### HR Team

- Include rewards and recognitions for suggestions as part of wider policy.

### IT Team

- Ensure Suggestion Box is working and the link is available on all staff machines
- Ensure it is added when new computers or staff are on-boarded
- Ensure the email list for [suggestion@mv-india.com](mailto:suggestion@mv-india.com) is always accurate

### M+V Team Member

- Think of great suggestions to make M+V better and more profitable
- Post them to the suggestion box

- Support the Review Team

## POLICY

- Eligible suggestions are ideas that:
  - Contribute to Company's Growth, or
  - Contribute to better Customer Satisfaction/relations, or
  - Lead to improvements in work procedures & methods, or
  - Improve the Efficiency and use of resources, or
  - Lead to improvements in either the quality and efficiency of our services
- The box is **not designed** for:
  - Salary Concerns
  - Changes to your terms and conditions of employment

- *For such issues it is best to discuss with HR and your Reporting Manager. Any such issues that are sent to the suggestion box will be passed onto HR and will be recorded separately.*
- Other suggestions that will not be taken forward are:
  - Any that are not original, i.e. have been suggested before, or
  - Would be expected of you as part of your normal duties and responsibilities

## PARTICIPANTS:

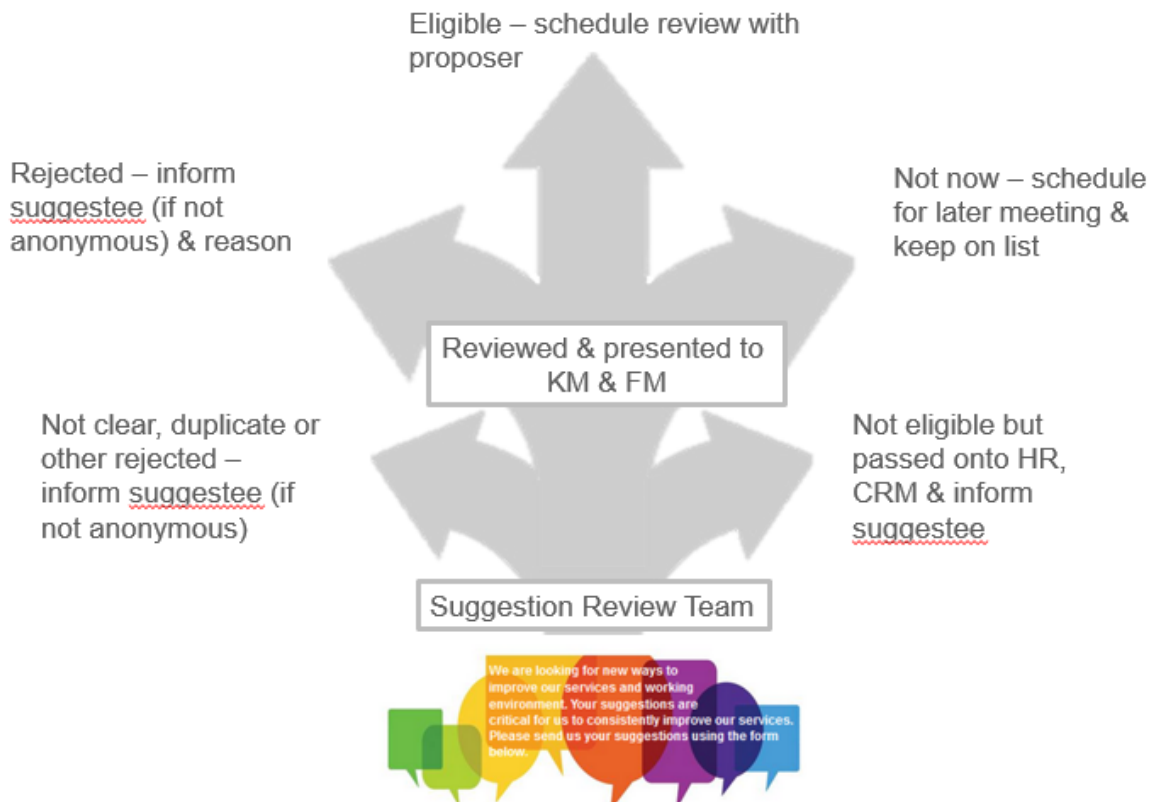
- Who can suggest? Anyone we share the link with:
  - M+V Employees
  - Including Umbrella Employees
- If a Review Team Member suggests an idea then the rest of the Review Team discusses it without his/her present and this person can be replaced with a member of the reserve list.

## PROCEDURES:

- Suggestion Flow
  - All employees submit their ideas to <http://www.maiervidorno.com/suggestion-box/>.
  - You can submit a suggestion with your name or anonymously
  - The system also sends an acknowledgement to you.
  - The system sends your suggestion to [suggestion@maiervidorno.com](mailto:suggestion@maiervidorno.com)
  - Your suggestion is then automatically forwarded to all members of the review team
- The review team will then complete the M+V Suggestion Review Form
- How Applicability/Efficiency scoring works
  - Put into practice! Need to prioritize/schedule
  - Make maximum efforts to put idea into practice
  - Reconsider applicability (may abandon idea

		Applicability	
		High	Low
Efficiency	High	A	B
	Low	C	D

- d. Abandon the idea
4. **For every idea categorised as A:**
- This idea is applicable and efficient. How urgent is it?
  - Will help us reach our targets for this financial year?
  - All suggestions categorised as A are put in order
  - Now: Firefighting
  - Now: Systemic improvement
  - If it is Now then need to look at whether we have the resources right now
  - As soon as we have resources
5. **Review Team meeting**
- Held with Review Team and Authorizers – can be by Skype
  - Actions decided on all new suggestions
    - Take forward (suggestee invited to be present)
    - Not now but keep (inform suggestee)
    - Rejected (inform Suggestee and why)
  - Report status of suggestions
    - New
    - Active
    - Rejected
    - Completed
  - Occasional review of rejected ideas



6. With all suggestions considered eligible the Review Team will support the Senior Management to resource and monitor the implementation of the suggestion and ensure recognition is passed to HR and their manager.

## **REWARD & ROCOGNITION:**

- The Review Team will recognise the people who contributed suggestions and will propose reward points. The basis of reward point will be as per the HR's broader policy for reward and recognition.

## **TERMS OF SUBMISSION**

- Your submissions and their contents will automatically become the property of M+V
- Any compensation is limited to the reward and recognition policy
- There is no obligation for M+V to review the submission
- If you provide your name and email then there is no obligation on the part of M+V to keep any submissions confidential

## **REFERENCE DOCUMENTS:**

Annexure 1: Suggestion Review Form

## **WHAT CHANGES HAVE BEEN MADE IN THIS REVISION?**

None – first version

