RPI's 7 Best Practice Standards

- Recognition Strategy

- Management Responsibility

- Program Measurement

- Communication Plan

- Recognition Training

- Recognition Events & Celebration

- Program Change & Flexibility

Recognition Professionals International

Discuss the typical problems that happen with recognition programs and the novel solutions people use to make them thrive again

List some of the various tools and techniques for continuous improvement you can apply for enhancing your recognition programs

Design a regular quality improvement approach to evolve your recognition programs when you return to the office

Recognition Program Improvement Process

Recognition Professionals International

1	Identify a Project (or program problem)
2	Establish the Project
3	Diagnose the Cause
4	Remedy the Cause
5	Hold the Gains
6	Replicate Results

1 Identify a Project (or program problem)
- Nominate projects
- Evaluate projects
- Select a project
- Ask: Is it quality improvement?

2 Establish the Project

3 Diagnose the Cause

4 Remedy the Cause

5 Hold the Gains

6 Replicate Results

1 Identify a Project (or program problem)
- Nominate projects
- Evaluate projects
- Select a project
- Ask: Is it quality improvement

Typical Recognition Program Problems

- Automating nomination process
- Adding elements not in original program design
- Increase program participation
- Ensure support staff are better recognized in the system
- Increasing offsite location participation
- Feedback that Quarterly Award program is stale
- Better communications and recognition resource tools
- Refining the award criteria for improved fairness
- Updating the selection in the rewards catalog
- Provide a peer-to-peer recognition program

What are the biggest challenges or problems you struggle with for any of your employee recognition programs?

1 Identify a Project (or program problem)

2 Establish the Project
- Prepare a purpose or mission statement
- Select a team
- Verify the mission

3 Diagnose the Cause

4 Remedy the Cause

5 Hold the Gains

6 Replicate Results

2 Establish the Project
- Prepare a purpose or mission statement
- Select a team
- Verify the mission

Challenges of Getting Improvement Project Going

- Senior leader commitment to go beyond managing recognition programs
- Time and people resources to allocate to improvement
- Knowledge of quality improvement, innovation, and ideation methods
- Leadership and facilitation skills to make happen
- Lack of project management knowledge and skills

What factors get in the way of initiating quality improvement focused on employee recognition programs?

1   Identify a Project (or program problem)

2   Establish the Project

3   Diagnose the Cause
- Analyze symptoms
- Confirm or modify the mission
- Formulate theories
- Test theories
- Identify root causes

4   Remedy the Cause

5   Hold the Gains

6   Replicate Results

3 Diagnose the Cause
- Analyze symptoms
- Confirm or modify the mission
- Formulate theories
- Test theories
- Identify root causes

You Need to Make This a More Formal Process

- Gives more objectivity to improving recognition programs
- Overcomes personal bias and opinions
- Relies upon objective data and evidence
- Draw upon quantitative and qualitative metrics
- Allows you to provide concrete actions based on objective findings
- Provides you with stronger information for leaders to use

Why should you draw upon a formal process for improving recognition programs?

| 1 | Identify a Project (or program problem) |

| 2 | Establish the Project |

| 3 | Diagnose the Cause |

4	Remedy the Cause
	• Evaluate alternatives
	• Design remedy
	• Design controls
	• Design for culture
	• Prove effectiveness
	• Implement

| 5 | Hold the Gains |

| 6 | Replicate Results |

4 Remedy the Cause
- Evaluate alternatives
- Design remedy
- Design controls
- Design for culture
- Prove effectiveness
- Implement

Preventing, Improving and Innovating

- Coming up with solutions and improvements becomes easier with data
- Various QI tools give structure for creating solutions
- Controls, procedures and checklists help ensure consistent program usage
- There will always be some things you cannot always control for
- Processes can be designed to rectify recurring problems

What's the best way to improve recognition programs where you work?

1 Identify a Project (or program problem)

2 Establish the Project

3 Diagnose the Cause

4 Remedy the Cause

5 Hold the Gains
- Design effective quality controls
- Foolproof the remedy
- Audit the controls

6 Replicate Results

5

Hold the Gains
- Design effective quality controls
- Foolproof the remedy
- Audit the controls

Working On The Program and Not In It

- Your goal should be to remove yourself from the program
- Design controls and processes to replicate improvements and success
- Create annual audit procedures for each of your recognition programs
- Control for all human interactions with programs

What do you think working "on" the program means versus "in" it?

1	Identify a Project (or program problem)
2	Establish the Project
3	Diagnose the Cause
4	Remedy the Cause
5	Hold the Gains

6 Replicate Results
- Replicate new project results
- Nominate new projects

6 Replicate Results
- Replicate new project results
- Nominate new projects

Challenges of Keeping Improvement Going

- Use the previous data to know all of the areas needing improvement
- Let QI tools give you the objective priorities for next projects
- Collection of data should make the next project an easy step to take

How are you able to keep improving your recognition programs where you work?

1 Identify a Project (or program problem)

2 Establish the Project

3 Diagnose the Cause

4 Remedy the Cause

5 Hold the Gains

6 Replicate Results

Recognition Professionals
International

Improvement Tools
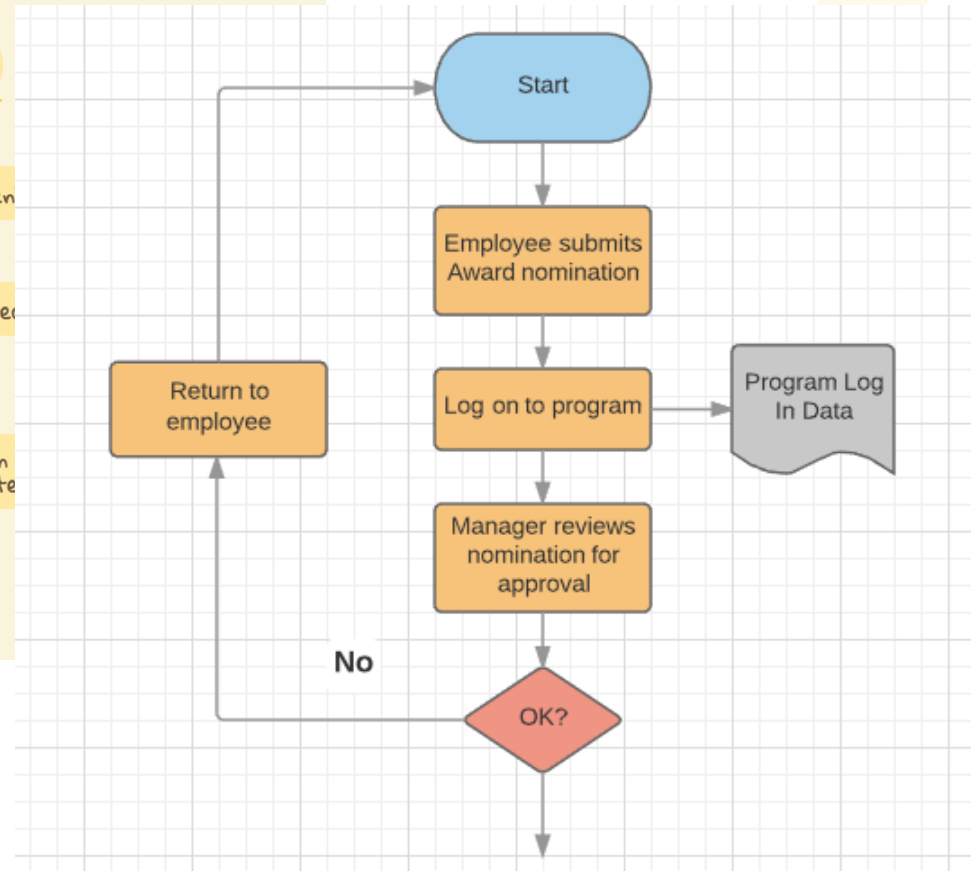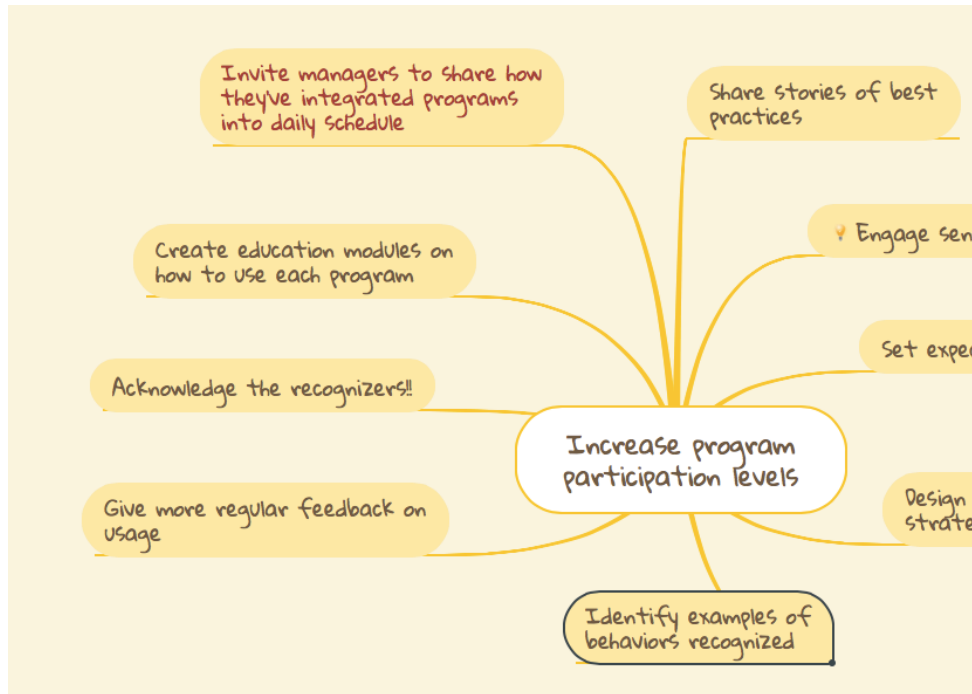
1. Identify the Project

TOOL	Nominate Projects	Evaluate Projects	Select a Project	Ask: Is It Quality Improvement?
Box Plot				
Brainstorming				
Cause-Effect				
Cost/Quality				
Data Collection				
Flow Diagram				
Graphs/Charts				
Histogram				
Pareto Analysis				
Selection Matrix				

1. Identify the Project

Brainstorming

rms

e and traceability

ate results

2. Establish the Project

Cost of Poor Quality

1. Identify activities or outcomes from poor quality.
2. Determine how to estimate the cost for each activity.
   - Total resources and/or
   - Unit costs

COPQ = (Cost of total resources in a category)   **X**

3. **Total Resources**
   - Total resources consumed in activity/category

(% of resources used for activities in the category related to poor quality)
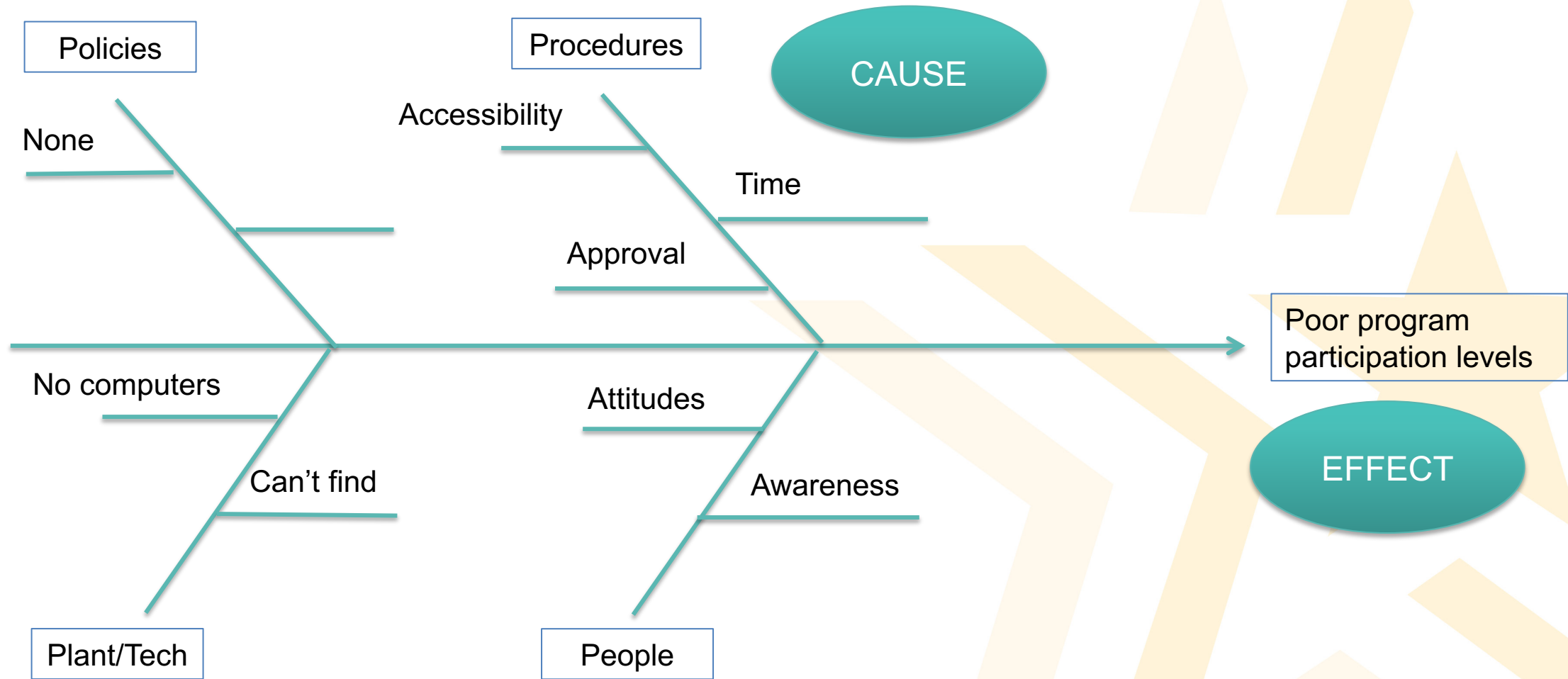   - Activities associated with costs of poor quality

4. **Unit Costs**
   - Number of times a particular deficiency occurs
   - Average cost for correcting and recovering from deficiency when it does occur
   - List of resources used to make correction
   - Amount (units) used for each resource for single correction
   - Cost of one unit of each resource

3. Diagnose the Cause

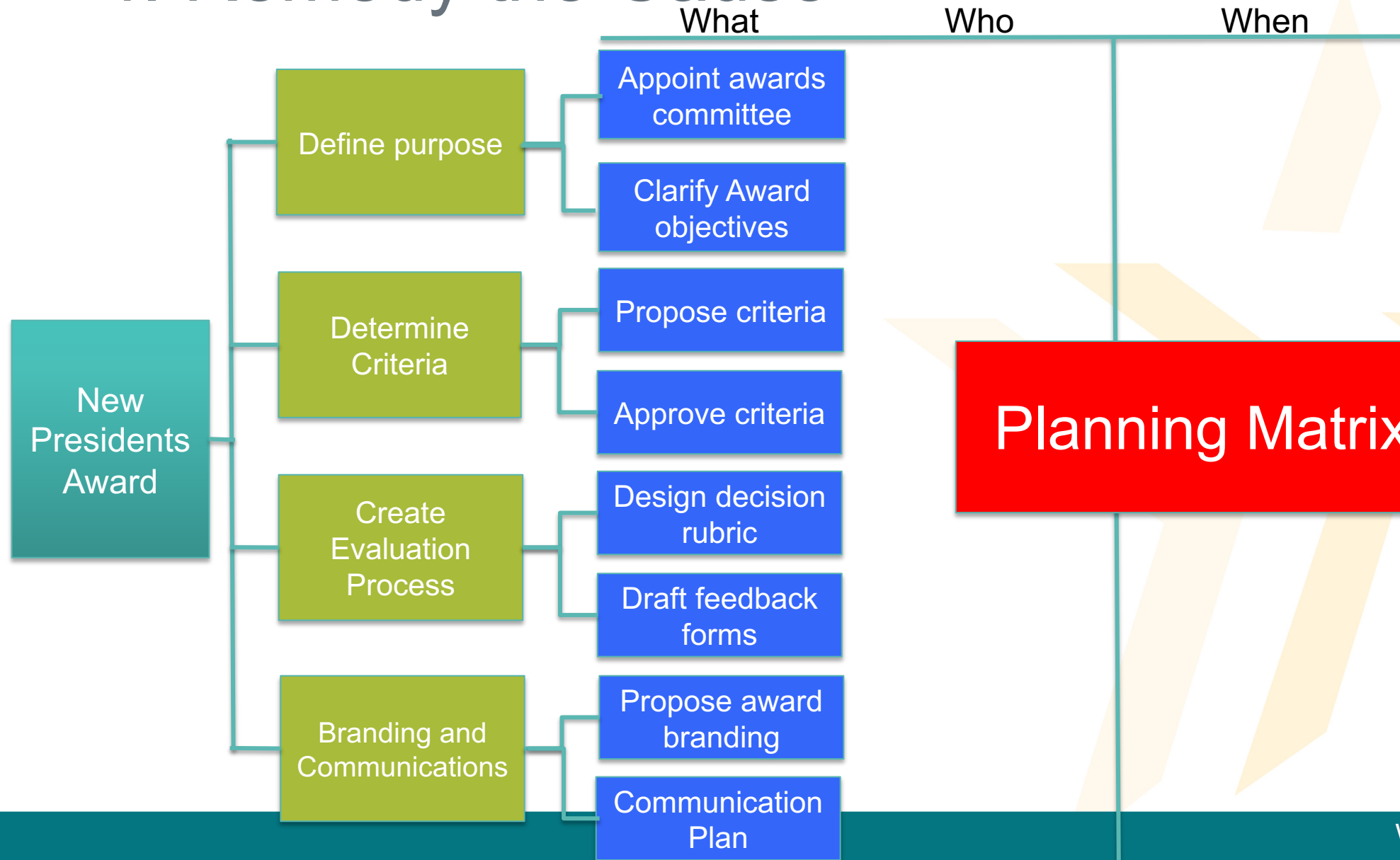| TOOL	Analyze Symptoms	Confirm or Modify Mission	Formulate Theories	Test Theories	Identify Root Cause(s)
Box Plot					
Brainstorming					
Cause-Effect					
Cost/Quality					
Data Collection					
Flow Diagram					
Graphs/Charts					
Histogram					
Pareto Analysis					
Stratification					

4. Remedy the Cause

TOOL	Evaluate Alternatives	Design Remedy	Design Controls	Design for Culture	Prove Effectiveness	Implement
Barriers/Aids						
Benefit/Cost						
Brainstorming						
Control Chart						
Control Spreadsheet						
Data Collection						
Flow Diagram						
Graphs/Charts						
Planning Matrix		⬭				
Planning Network						
Selection Matrix						
Tree Diagram						

5. Hold the Gains

TOOL	Design Effective Quality Controls	Foolproof the Remedy	Audit the Controls
Control Chart			
Control Spreadsheet			
Data Collection			
Flow Diagram			
Graphs/Charts			
Pareto Analysis			
Planning Network			
Stratification			
Tree Diagram			
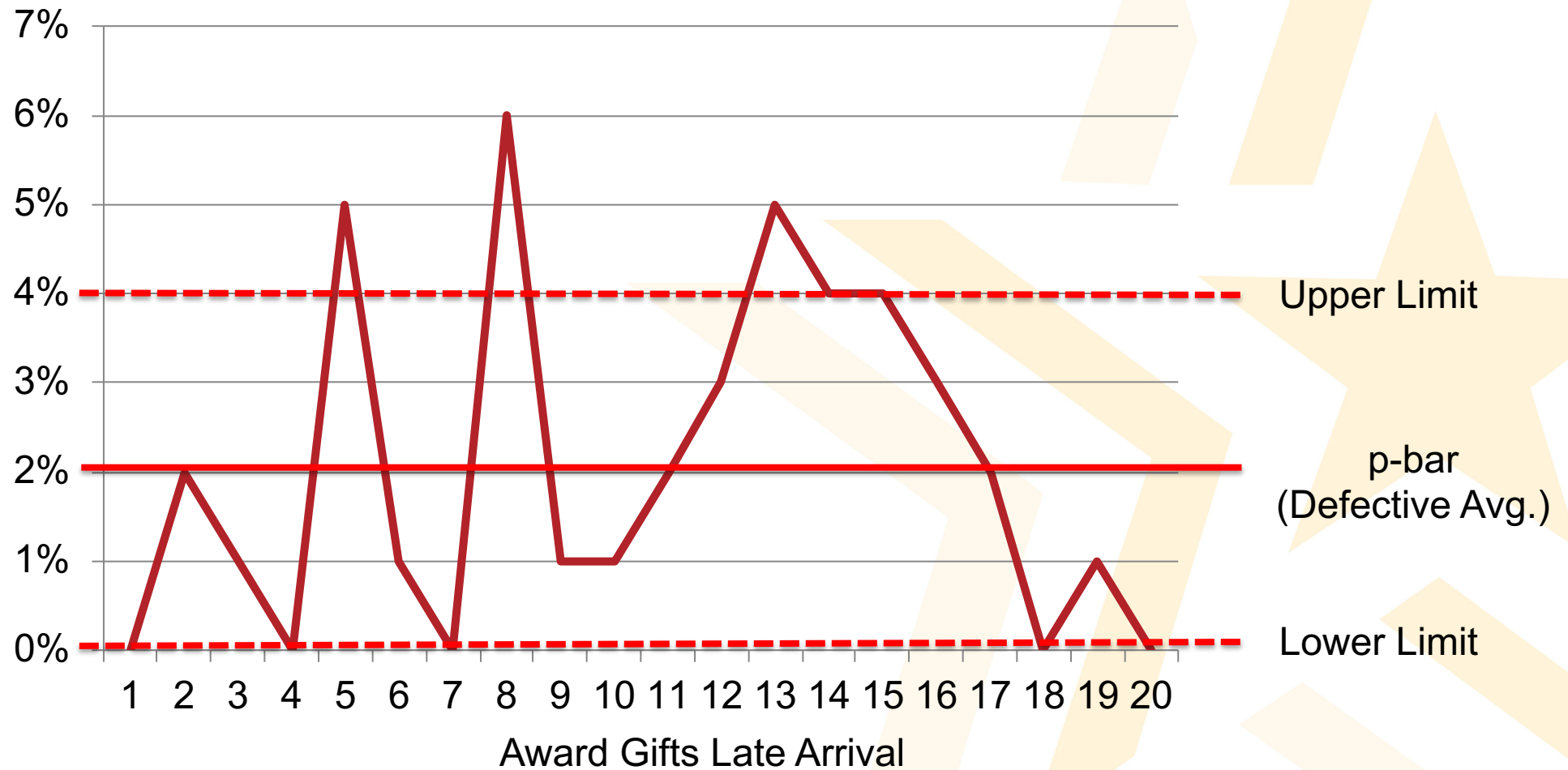
6. Replicate and Nominate

TOOL	Replicate the Project Results	Nominate New Projects
Barriers/Aids		
Control Chart		
Control Spreadsheet		
Data Collection		
Flow Diagram		
Graphs/Charts		
Pareto Analysis		
Planning Matrix		
Planning Network		
Stratification		
Tree Diagram		
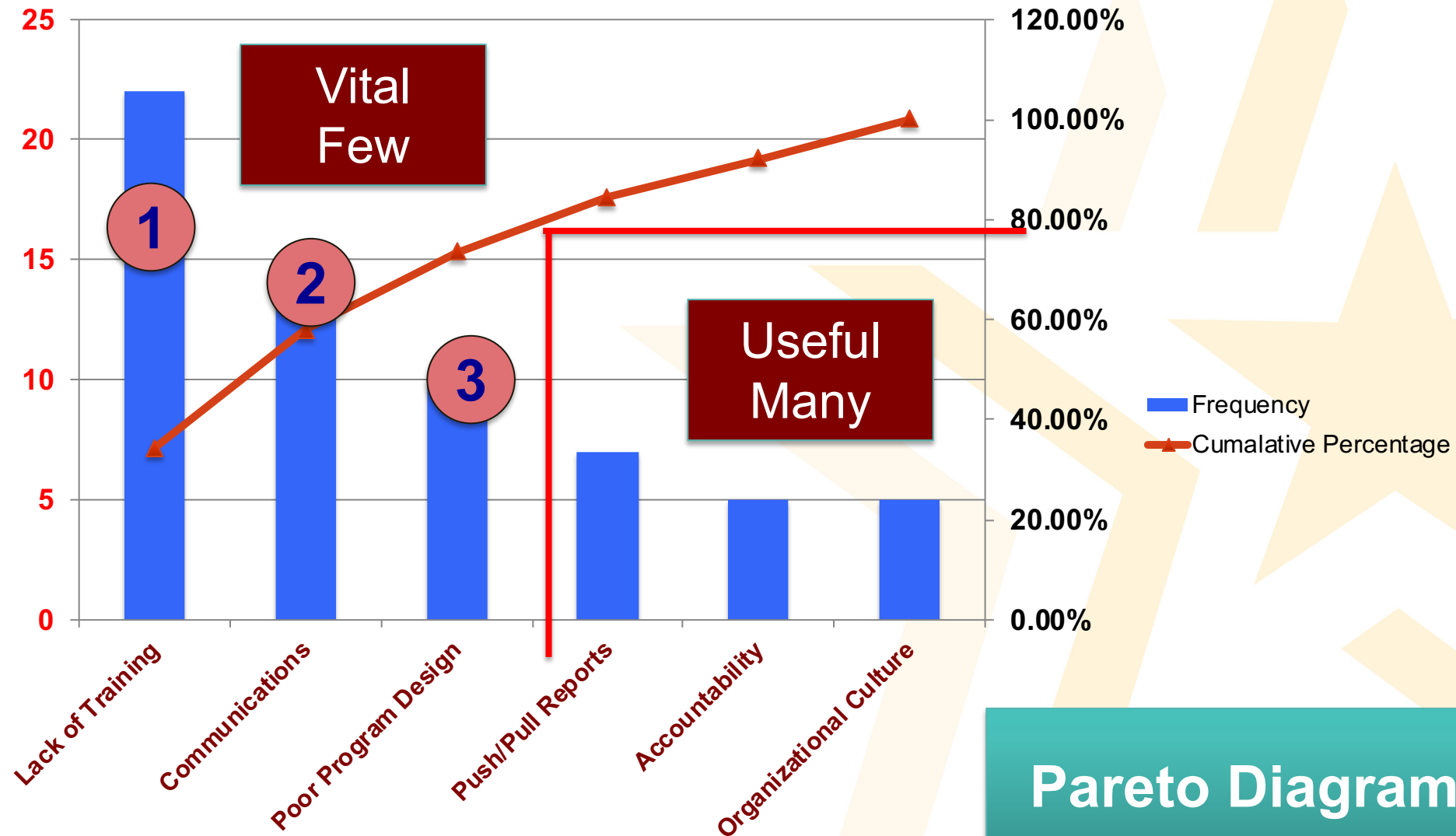
Recognition Professionals
International

For more information or to connect with me:

Telephone: **877-789-0449 ext. 203**

Email: **RoySaunderson@Rideau.com**

Twitter: **@RoySaunderson**

Visit: **https://Rideau.com**

Blog: **https://AuthenticRecognition.com**