

PROPOSED  
WISCONSIN STATE EMPLOYEES'  
SERVICE IMPROVEMENT PROGRAM

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MERIT AWARD BOARD

STATE CAPITOL - MADISON 2, WISCONSIN

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## STATE OF WISCONSIN SERVICE IMPROVEMENT PROGRAM

### CREATION

The provision for development and establishment of a plan of Merit Awards to State Employees is provided in section 15.71 of the Statutes, newly created by Chapter 278, Laws of 1953. This plan shall hereafter be called the Service Improvement Program.

### PURPOSE OF THE SERVICE IMPROVEMENT PROGRAM

The Service Improvement Program has been developed to encourage State Employees to submit new and original ideas pertinent to the operation of Wisconsin State Government.

Its purpose is to stimulate on-the-job thinking and to reward State Employees for unusual and meritorious suggestions and accomplishments, thereby promoting efficiency and economy in the performance of any function of State Government, and to increase understanding and foster good human relationships between State Employees, public officials and citizens of the State.

### ORGANIZATION

1. The Service Improvement Program is established, maintained, and administered within the Bureau of Personnel by a Merit Award Board. The Merit Award Board is composed of three members appointed by the Governor. Except for initial appointments, each appointment shall be for a term of three years. The duties of the Board are enumerated in section 15.71 (2) of the Statutes.
2. Each department head shall nominate, from among employees of his department, a Departmental Committee for appointment by the Board. It is suggested that, insofar as practicable, such committee consist of not more than five nor less than three

members, including the head of the department or his representative and at least one employe from the rank and file.

3. One member of the Committee shall be designated Secretary to act as liaison between the Committee and the Board.
4. The Departmental Committees shall be responsible for:
  - (a) The conduct and operation of the Service Improvement Program within their respective departments under the direction of and in accordance with rules and regulations promulgated by the Merit Award Board.
  - (b) Assisting the Board by thoroughly investigating and evaluating suggestions and accomplishments referred to them by the Board.

It is expected the Committees will implement this duty by enlisting, as Sub-Committees, employes who have the capabilities necessary to judge and evaluate suggestions and accomplishments.
  - (c) Following investigation and evaluation, a report recommending approval or disapproval of the suggestion in a form prescribed by the Board.
  - (d) Suitable ceremonies for the presentation of awards to employes of their department.
  - (e) Using all available means, as the Board may propose, to promote participation in the Service Improvement Program by employes of their department.
  - (f) Making recommendations for any changes which will improve the program.

## ELIGIBILITY FOR AN AWARD

Any employe or group of employes in the competitive and exempt divisions of the classified service of the State of Wisconsin as defined in Section 16.08 (3) and 16.09 of the Statutes is eligible to receive an award for a meritorious suggestion or accomplishment accepted and approved by the Merit Award Board.

Recommendations on behalf of a State employe for an award for an unusual and meritorious accomplishment may be submitted by any person having knowledge of the circumstances. Accomplishments brought to the attention of the Board within six months will be eligible for an award.

A suggestion must relate to an improvement which is outside the scope of the employe's normal job responsibilities. An employe is not eligible for award when the subject pertains to one assigned to him for research, development, or solution, or which he would normally be expected to offer in line of duty.

### HOW TO SUBMIT A SUGGESTION OR REPORT OF ACCOMPLISHMENT

1. Any eligible employe of the State may submit as often as desired:
  - a. Suggestions relative to any activity of the State of Wisconsin.
  - b. Reports on any unusual and meritorious accomplishments of a State employe. An individual need not be an employe to submit in this category. Any person having knowledge of the circumstances may submit a report.
2. The suggestion and report shall be in writing. No special forms or blanks are required. The submission shall include:

FOR SUGGESTIONS

- a. A brief statement describing the present method and a specific statement of WHAT is suggested.
- b. A statement of HOW it should be accomplished.
- c. A statement of what the suggestion WILL accomplish.

FOR ACCOMPLISHMENTS

- a. A statement describing WHAT the employe accomplished.
- b. A statement explaining the RESULTS of the accomplishment.

3. In order to save time of investigation and unnecessary delay, all detail and supporting information should be submitted with a suggestion.

For example, if a time-saving procedure is suggested, the amount of time saved, the number of employes involved, and the reason why the proposed method is more efficient than the existing one should be indicated. If a form revision is suggested, the suggested form should be submitted with a copy of the original one.

4. The suggestion or report shall include the author's name, classification of his position, department and division, and mailing address.
5. The suggestion or report should be mailed to: The Wisconsin State Employee's Merit Award Board, c/o Bureau of Personnel, State Capitol, Madison, Wisconsin

## TYPES OF SUGGESTIONS AND ACCOMPLISHMENTS DESIRED

Suggestions or accomplishments relative to any activity of the State of Wisconsin may be submitted.

### a. Suggestions:

The following are listed solely to illustrate the wide range of improvements possible:

1. Improvement in tools, equipment, and machinery.
2. Improvement in office methods and systems.
3. Improvement in the quality of production.
4. Improvement in working conditions and housekeeping.
5. Elimination of accident, fire and work hazards.
6. Elimination of waste of every kind.
7. Saving of time, materials, supplies, equipment.
8. Further extension and use of existing facilities of the State Government such as educational, health, welfare and agricultural services.

### b. Accomplishments:

Those work performances which result in an unusual and meritorious accomplishment. These may relate to:

1. Outstanding performance including a special act or service.
2. An adopted idea, method or device improving public service or providing more economical operation.

In summary, any original suggestion or unusual accomplishment which feasibly enhances the service of any function of State Government is desired.

## AWARDS

The types of awards which will be granted are:

1. Cash, accompanied with a Certificate of Award
2. Certificate of Commendation

The minimum cash award is \$5.00. No maximum cash award is specified. A cash award is of such amount and is payable at such times as the Merit Award Board may fix and determine.

Duplicate awards will not be made for the same or essentially similar suggestions.

### PROCEDURE FOR PROCESSING SUGGESTIONS AND REPORTS OF ACCOMPLISHMENTS

1. Suggestions and reports of accomplishments should be submitted directly to the Merit Award Board. This is to provide a free channel of communication between employees and the Board, and to provide an equal opportunity for all employees to qualify for an award.
2. Receipt of every suggestion and report is promptly recorded and acknowledged.
3. An identification number is substituted for the author's name. This insures the impartial consideration of the suggestion or report on an anonymous basis.
4. The proposal is referred to the proper Departmental or Divisional Committee for investigation and recommendation. If it is applicable to more than one department, referral may be made to several Committees.

5. The Merit Award Board then considers the suggestion or report together with the recommendation from the Departmental Committee and decides whether or not an award is merited.
6. The author is notified of the action taken on his suggestion or report. If an award is granted, it is presented promptly. If no award is made, the reasons therefore are fully explained to the suggestor.
7. The Departmental or Divisional Committee shall make arrangements for suitable ceremonies for presentation of awards to employees of their department.

#### EVALUATION OF SUGGESTIONS AND ACCOMPLISHMENTS

1. The Merit Award Board decides whether or not an award shall be granted, as well as the amount of award when cash is given.
2. The Departmental Committees assist the Board by thoroughly investigating and evaluating suggestions and accomplishments at the operating level. They are charged with discretion as to the merits of a suggestion because they are in a position to obtain expert opinions on the suggestion. They also have authority to put the suggestion into effect.
3. The Departmental Committees make recommendations as to the value of a suggestion or accomplishment. The Merit Award Board grants the actual award, which is forwarded to the Departmental Committee for presentation.

STANDARDS FOR EVALUATING SUGGESTIONS AND ACCOMPLISHMENTS

Any original suggestion or accomplishment which feasibly enhances the service of any function of State Government forms the ultimate standard for evaluating the merits of a suggestion or accomplishment. An evaluation of merit in terms of this standard may be governed essentially by consideration of one or more of the factors outlined below. This outline is very general in order that the Committees are not bound by adherence to a strict formula. Frank and unrestricted opinions of the Committees on the merits of a suggestion or accomplishment are requested.

1. Is the suggestion original?

It must not be a minor revision of an existing practice.

2. Is the suggestion feasible?

Will the cost or some other factor render it impracticable for immediate application?

3. Will the suggestion improve working conditions?

4. Will the suggestion result in better service to the public or to wards of the State.

5. Will the suggestion increase safety?

Will hazards from accidents, fires, or floods be reduced?

6. Will the suggestion increase efficiency?

Will waste of materials, duplication of work, and delays be eliminated? Will improvement in procedures and management result?

7. Will the suggestion further the use of equipment?

Will new uses for existing equipment result? Will improved maintenance of equipment prolong its usefulness?

8. Will the suggestion help to conserve natural and physical resources?

Will it result in better flood control, improvements in agriculture, reduction of stream pollution, etc.?

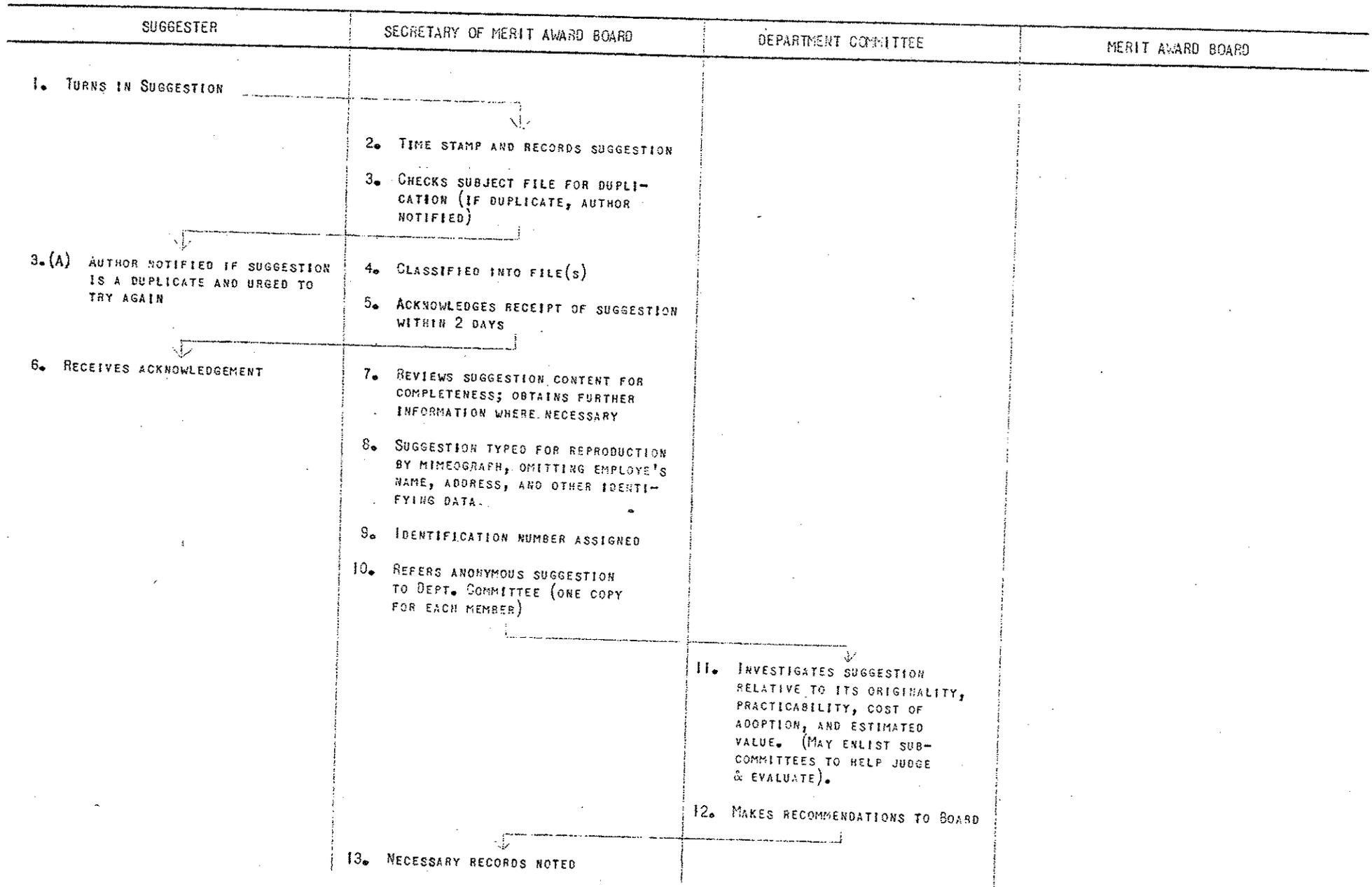
9. Will the suggestion improve human relationships between employes, officials, and citizens of the State?

Will service to the citizens of the State be improved?

10. Evaluation of unusual accomplishments.

- a. Is the accomplishment above and beyond the usual duties and responsibilities of the position?
- b. What is the lasting value of the accomplishment?
- c. Does the accomplishment lead to some change in method?
- d. Is the value of the accomplishment generally recognized by other groups?
- e. Has the accomplishment tended to a wider appreciation of the value of the State Government or to a better human relationship in government?

SUGGESTED PATTERN FOR PROCESSING SUGGESTION



SUGGESTER	SECRETARY OF MERIT AWARD BOARD	DEPARTMENT COMMITTEE	MERIT AWARD BOARD
	<p>14. SUGGESTION PLACED ON CALENDAR FOR OFFICIAL ACTION</p>		<p>15. BOARD REVIEWS SUGGESTION TOGETHER WITH DEPARTMENTAL COMMITTEE REPORT AND RECOMMENDATION AND EITHER APPROVES OR DISAPPROVES FOR AWARD</p> <p style="text-align: center;"><u>IF DISAPPROVED</u></p> <p>16. LETTER DRAFTED WITH SPECIAL CARE GIVEN TO EXPLAINING WHY SUGGESTION NOT FAVORABLY CONSIDERED</p>
<p>18. RECEIVES REJECTION LETTER AND URGED TO TRY AGAIN</p>	<p>17. COPIES OF LETTER TYPED AND SENT TO SUGGESTER AND COMMITTEE</p>	<p>18. RECEIVES COPY OF REJECTION LETTER (COMMITTEE NOT INFORMED OF SUGGESTER'S NAME)</p>	<p style="text-align: center;"><u>IF APPROVED</u></p> <p>19. SUGGESTION APPRAISED FOR VALUE</p> <p>20. SETS AWARD AND AUTHORIZES PAYMENT IN CASE OF CASH AWARD</p> <p>21. APPROVAL LETTER DRAFTED</p>
<p>24. RECEIVES APPROVAL LETTER AND INFORMED ARRANGEMENTS FOR PRESENTATION OF AWARD ARE BEING MADE</p>	<p>22. COPIES OF LETTER TYPED AND SENT TO SUGGESTER AND COMMITTEE</p>	<p>24. RECEIVES COPY OF APPROVAL LETTER (IDENTITY OF SUGGESTER MADE KNOWN)</p>	<p>21. (1) REQUESTS COMMITTEE TO MAKE NECESSARY ARRANGEMENT FOR PRESENTATION OF AWARD</p>
<p>URGED TO TRY AGAIN</p>	<p>23. NECESSARY RECORDS NOTED AND SUGGESTION CLOSED OUT</p>	<p>25. MAKES ARRANGEMENTS FOR AWARD PRESENTATION (USUALLY HEAD OF DEPARTMENT PRESENTS AWARD)</p>	

SUGGESTER	SECRETARY OF MERIT AWARD BOARD	DEPARTMENT COMMITTEE	MERIT AWARD BOARD
		26. MAKES ARRANGEMENTS FOR PUBLICITY 27. AWARD PRESENTED	
28. RECEIVES AWARD		29. FOLLOWS UP ON USE OF SUGGESTION	

PREPARED BY BUREAU OF PERSONNEL  
 SEPTEMBER, 1953