

Problem or Business Need:

At this time, Femwell has more than its fair share of bloated and antiquated processes: office supply ordering, PO and invoice processing, UAFs and support request to name a few. These processes, despite revolving around what should be very basic and core needs, tend to negatively affect those performing them by consuming valuable time.

They typically include several emails being sent, approvals being received, trips between floors, and in some cases meetings. In modern times we should be looking towards using tools to simplify these processes; not looking for tenured employees to explain why the processes became so convoluted in the first place.

Business Case:

Through tools made available by integrating Slack with the Femwell ecosystem, we can begin addressing the issues that are slowing down our business processes.

- Using Slack allows us to create dedicated channels where conversations are had, where we can cut down on emails while still maintaining historical records.
 - Less emails cluttering inboxes
 - Streamline and focused discussions per process
 - Centralized historical records per channel of the process
- Slack Bots allow us to create automated processes that cut down on the manual work required.
 - Less time to complete the processes, allowing for staff to focus on their day-to-day.
 - Standardization in how the processes are done across departments.
- Slack Slashes allow us to perform basic actions by simply typing a '/', and then filling out some information.
 - Allowing more task/process to be done from one centralized place.

Stake Holders:

- Key Femwell Leadership
- Depts. which frequently are required to engage in submission/approval processes

Requirements:

- Slack Integration with the Femwell Ecosystem
- Project Managers
- Developers – To program the Bots and Slashes
- Business Analyst – To review the current processes
- Department Cooperation

ROI:

The main return on this would come from the people across the company, and of varying pay grades, performing the same task; but via processes that are much quicker.

Running through a basic example; let's suppose employees submitting POs take an hour doing so every week. If we average their salaries to \$30 an hour, per week Femwell pays \$30 per employee submitting POs. With 52 work weeks in the year and with 15 employees doing this process, Femwell spends \$23,400 a year submitting POs. If the integrated Slack processes reduce the time required to submit POs by half then this cost to the company would also be halved. This same example will be applied to various processes.

TopLine MD Innovation Challenge Jennifer Farias

Problem

- Currently, the company does not have an established culture that encourages and motivates its employees to contribute towards the company's innovation goals.

Solution

- Create an inhouse Accelerator program that allows employees to rotate and participate in strategic company initiatives on an annual basis not to exceed 3 months of their time (partial block of hours every quarter dedicated towards these special projects).

Introducing...

The **MAPS Team**

Master: Gain the expertise and acquire the knowledge for selected "big ideas"

Accelerate: Speed up the process of bringing these ideas to fruition

Propose: Pitch business plans to Innovation Committee for these initiatives

Succeed: Increase the implementation of new programs/processes/ideas annually

Tagline: *There's only one direction to get to our destination → FORWARD*

- Once a quarter, every year, selected employees across key disciplines would dedicate a portion of their hours to being on the "MAPS Team" working on a "big idea / company initiative" that would be selected and prioritized by the Innovation Committee.
- Core departments such as Marketing, IT, Data/Analytics, HR, Operations, Legal and others would need representation in order to cover all areas of the business plan development for such ideas.
- Idea submission would be encouraged by ALL employees from Femwell and VitalMD LLCs which they can submit anytime, anywhere, through their mobile device accessing the TopLine MD portal

Estimated Cost/Feasibility

- No upfront costs for resources since the programs purpose is to empower inhouse personnel to step out of their daily roles to make a bigger contribution to the company.
- Depending on the assigned project, the **MAPS Team** would be encouraged to bring in outside consultant/vendors when preparing the strategy & execution plan for optimal results.
- If the **MAPS Team** succeeds in delivering a scalable plan that drives revenue, reduces costs, improves communication and employee/client engagement and the company decides to invest in it, each member of the **MAPS Team** including the submitter of the original idea will win and all expenses paid incentive trip for them and a guest to enjoy as a reward (experience driven rewards).

Projected Impact

- Through this Accelerator program, more big ideas will come to life because there will be a dedicated unit of people that will see the project through
- Improves and fosters a culture of ongoing innovation by the entire company tapping into nearly 3,000+ creative minds
- Increases employee engagement across departments
- Fuels creativity & healthy competition amongst employees

<i>Problem</i>
<p><i>This idea focuses on the Femwell experience, but it extends to new VitalMD employees to some degree as well.</i></p> <p>Femwell employee onboarding and new hire orientation is very poor. A new Femwell employee typically comes in on their first day and sits at an empty desk. Often, their laptop is not even ready. It is up to each direct supervisor to orient the employee as to Femwell processes, systems, and customs, even though this could be “automated” in the sense that many things are similar across the company. An example of Femwell material that would be helpful for new employees is the Femnet Directory, which is missing many pictures and is not kept up to date.</p> <p>The main issue is twofold:</p> <ol style="list-style-type: none"> 1. The overall welcoming/exciting feeling to new hires is lacking 2. Orientation is often not comprehensive and new employees are left to figure out many things on their own <p>The first impression that the company makes is very important and it is weakened when an employee is underwhelmed by their initial welcome.</p>
<i>Solution</i>
<p>First of all, a virtual and physical welcome package would go a long way. The virtual email could be sent out just prior to the employee’s start and could contain a fun welcome graphic, along with a “fact sheet” with a combination of basic info and fun facts.</p> <p>Ex: This is a list of Femwell departments. We typically have three annual company-wide parties and a wellness fair. We have been in this location since 2002. Here is a list of popular lunch locations.</p> <p>The physical welcome should include decorating their desk (every new employee should have their own desk, and thoroughly cleaned out from the last person!). It could be with snacks, and company branded things like a water bottle or a polo shirt.</p> <p>The direct supervisor should have a checklist for things that should be done with every hire, both before they are hired and their first day and week. Another welcoming idea would be to assign a mentor.</p> <p>In terms of the official HR orientation, although HIPAA training is necessary, it could be updated in so many ways to make it more engaging and fun for the hires.</p>
<i>Cost/Feasibility</i>
<p>There are proven ways to welcome and properly onboard an employee, so this is not a risky proposal. It would simply take a resource to take the lead in terms of gathering and finalizing new processes that Femwell chooses to incorporate.</p> <p>There are many resources available online and otherwise for existing programs that are successful.</p> <p>For example: https://welcome.mit.edu/managers/checklists https://business.linkedin.com/talent-solutions/blog/2015/03/7-elements-of-a-good-new-hire-orientation</p> <p>I recognize that this is not an “original” idea, but it would be innovative of Femwell to incorporate ideas that are known to be best practices.</p>
<i>Impact</i>
<p>Overall, when we have a new hire, it is an opportunity to immediately instill Femwell/Vital/TopLine culture into new employees. Although “company culture” is intangible, new employees often bring excitement and a fresh perspective with them, and it would clearly be beneficial for Femwell to foster this situation and much as possible.</p>