USER GUIDE · VERSION 1

Staff ideas (WITS)

Staff put forward ideas to improve their own work. Each idea is checked, scored, decided, carried out and confirmed, and the person who raised it is told at every step.

1. What it is for
2. Put forward an idea
3. Follow your idea
4. Answer a question about your idea
5. Carry out your approved idea
6. Screen new ideas
7. Score and decide on an idea
8. Confirm finished work
9. Read the reports
10. Give people access
11. Change the rules and the name

What it is for

For: Everyone

WITS (Work Improvement Team System) collects ideas from staff about their own work: a step that could be removed, a layout that costs walking, a form filled in twice. Every idea gets an answer, whether it is yes or no, and the answer comes with a reason.

An idea goes through six stages:

1. **You submit** it.
2. A **WITS Coordinator** screens it: is it an improvement idea, and is it in scope?
3. The **WIT Council** scores it against a fixed list of questions.
4. The Council decides: **Implement**, keep in view, or **Reject**.
5. The person who raised it carries it out.
6. Someone else confirms the change is in use, and the idea is closed.

Who uses it

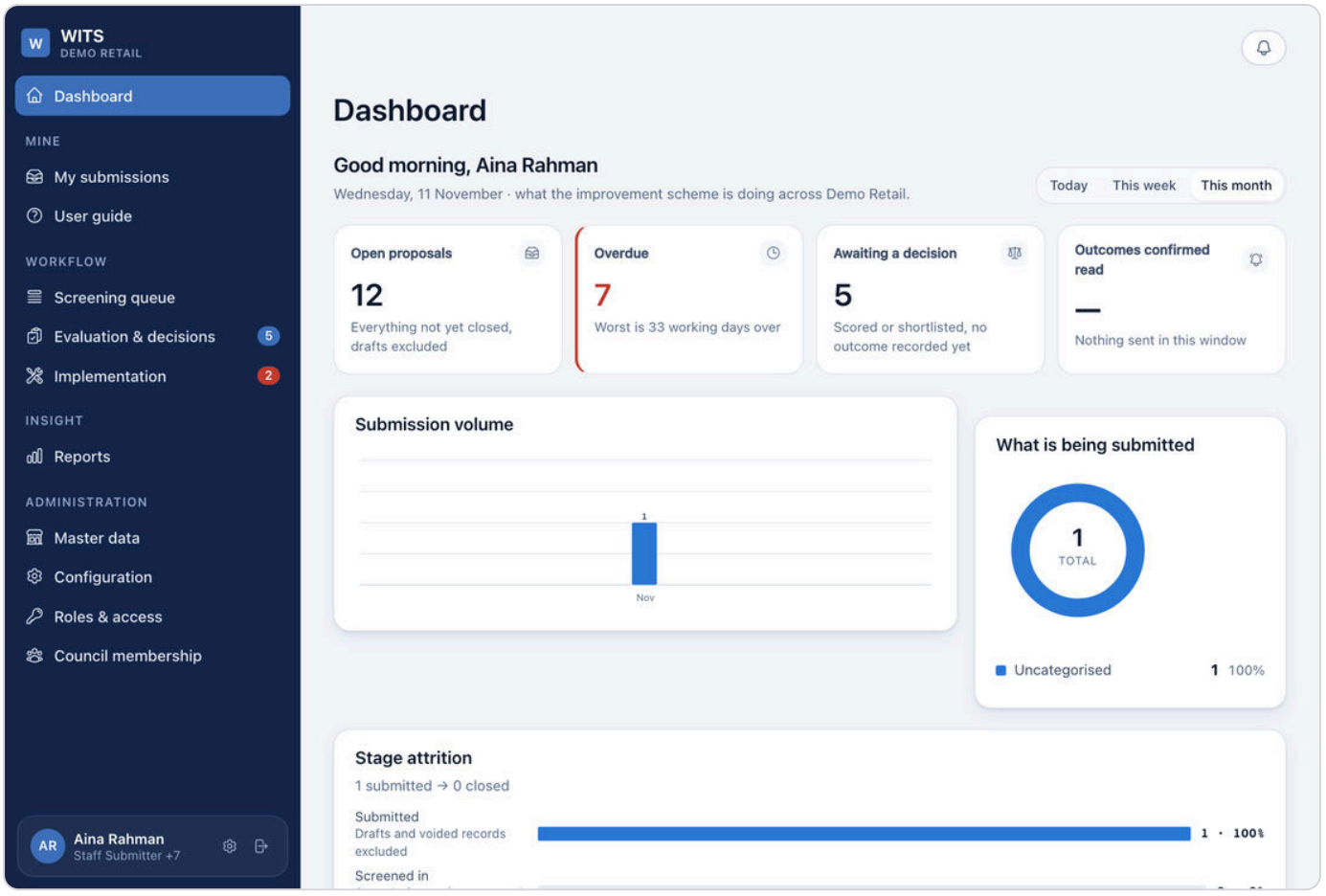
Role on screen	What they do
Staff Submitter	Everyone starts with this. Put forward ideas and follow your own.
WITS Coordinator	Screens new ideas from the outlets they look after, and confirms finished work.
WIT Council Member, **Council Convenor**, **Evaluator**	Score ideas and decide on them.
Implementation Owner	Records progress on approved ideas.
Outlet Manager	Sees the ideas from their outlet.
super_admin	Gives people roles and changes the settings.

What it needs from other modules

- You sign in with the same phone number and password you use for your other work apps. There is no separate WITS password.

- Your name, staff number, outlet and position come from your company's staff records. Nobody types them into WITS, and nobody can change them there. If something is wrong, ask HR to correct it.
- Which outlets a coordinator looks after also comes from the staff records, so it changes when HR moves them.

WITS is for improving how work is done. Equipment faults go to the Fault & Defect Reporting System, and customer complaints go to the Customer Service System. A coordinator will send those on rather than reject them.

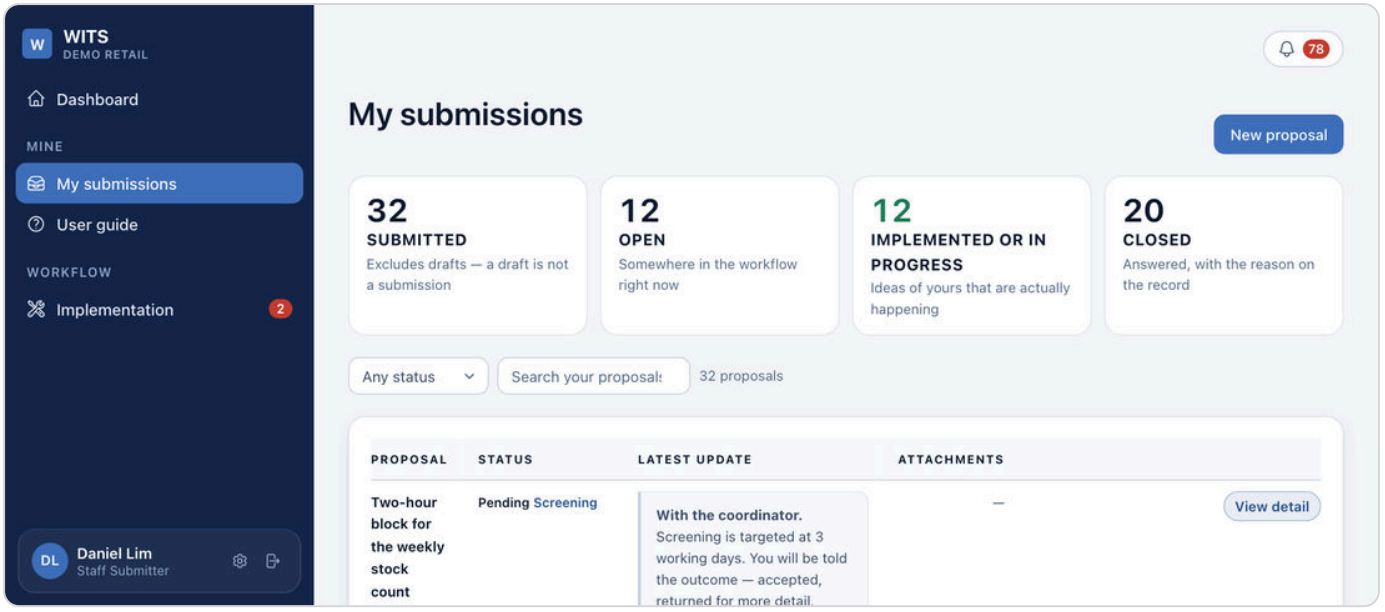


The **Dashboard** shows the same figures to everyone: how many ideas are open, how many are late, and how many are waiting for a decision. The menu on the left only shows the screens your role can open.

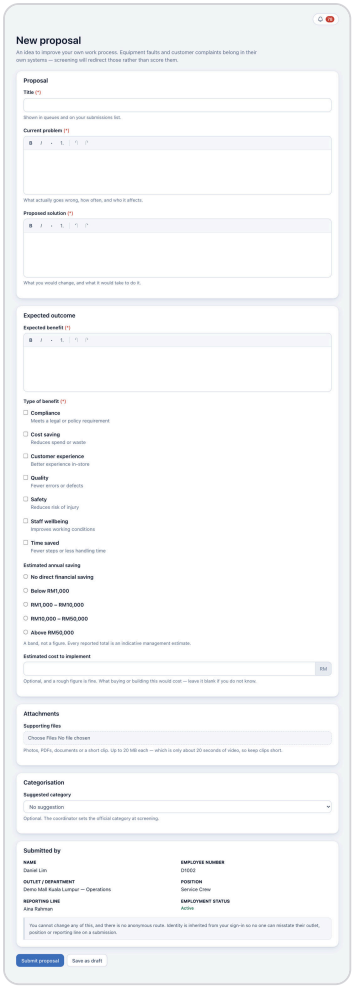
Put forward an idea

For: Staff

1. Open **My submissions** in the menu on the left.
2. Press **New proposal** at the top right. If you have an unfinished draft, the button says **Resume draft** instead.



3. Fill in the form:
    - **Title**: a few words that name the change. It is what people see in the lists.
    - **Current problem**: what goes wrong today, how often, and who it affects.
    - **Proposed solution**: the one change you suggest, written so that someone who does not do your job could carry it out.
    - **Expected benefit**: what gets better, and for whom.
    - **Type of benefit**: tick every one that applies, for example **Time saved** or **Safety**.
    - **Estimated annual saving**: pick a range, such as **Below RM1,000**. You do not type an exact amount.
    - **Estimated cost to implement**: optional. Leave it empty if you do not know.
    - **Supporting files**: photos, PDFs or a short video, up to 20 MB each.
    - **Suggested category**: optional. The coordinator sets the final category.
4. Press **Submit proposal**. To finish later, press **Save as draft**. Nobody else can see a draft.



Fields marked **(*)** are needed to submit, not to save a draft.

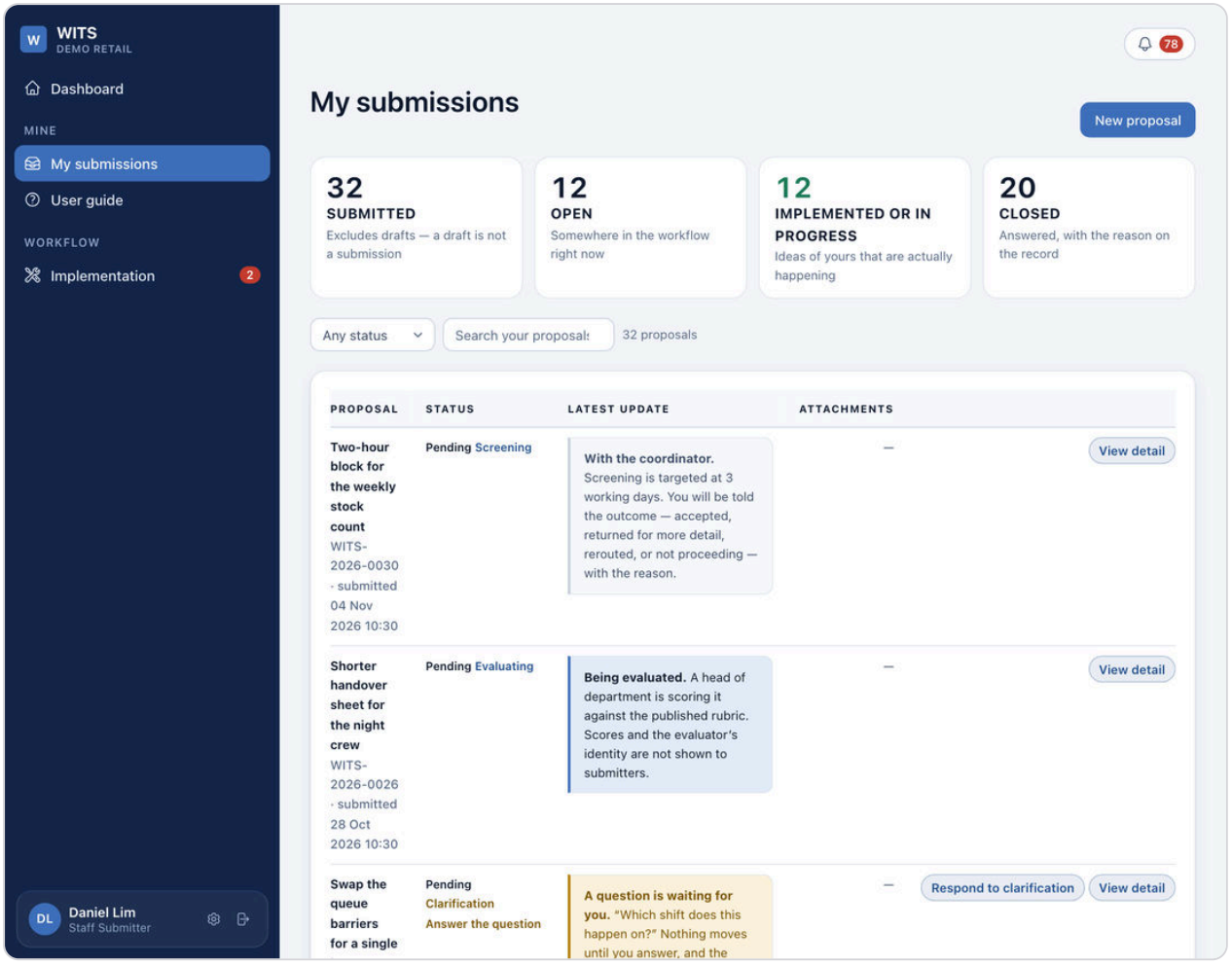
The Council reads your reasons, not only the saving range you picked. A large range does not get a higher score on its own.

Follow your idea

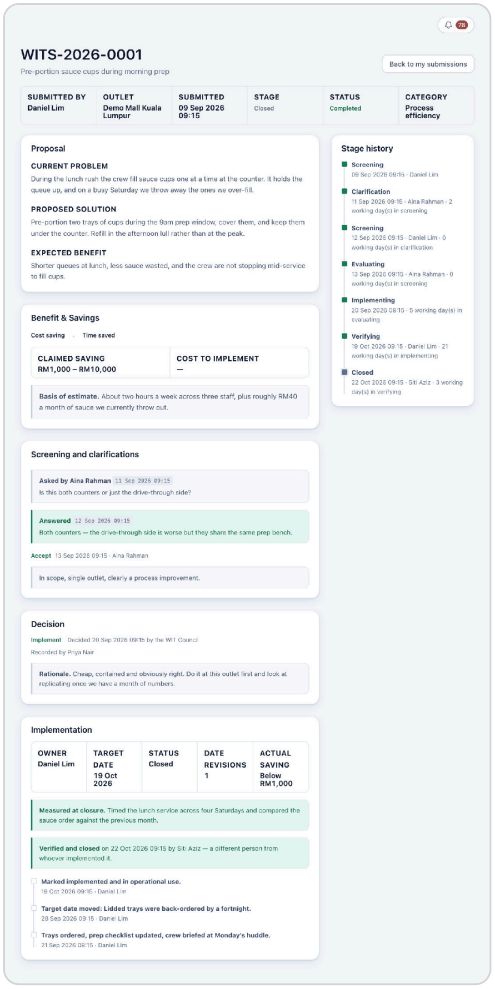
For: Staff

See where each idea is

Open **My submissions**. Each row shows the idea, its status and stage, and the latest update in words. Use **Any status** to show only one kind, or the search box to find one by name or reference.



Press **View detail** on a row to see the whole record: what you wrote, the coordinator's questions and answers, the decision with its reason, the work done, and who confirmed it.

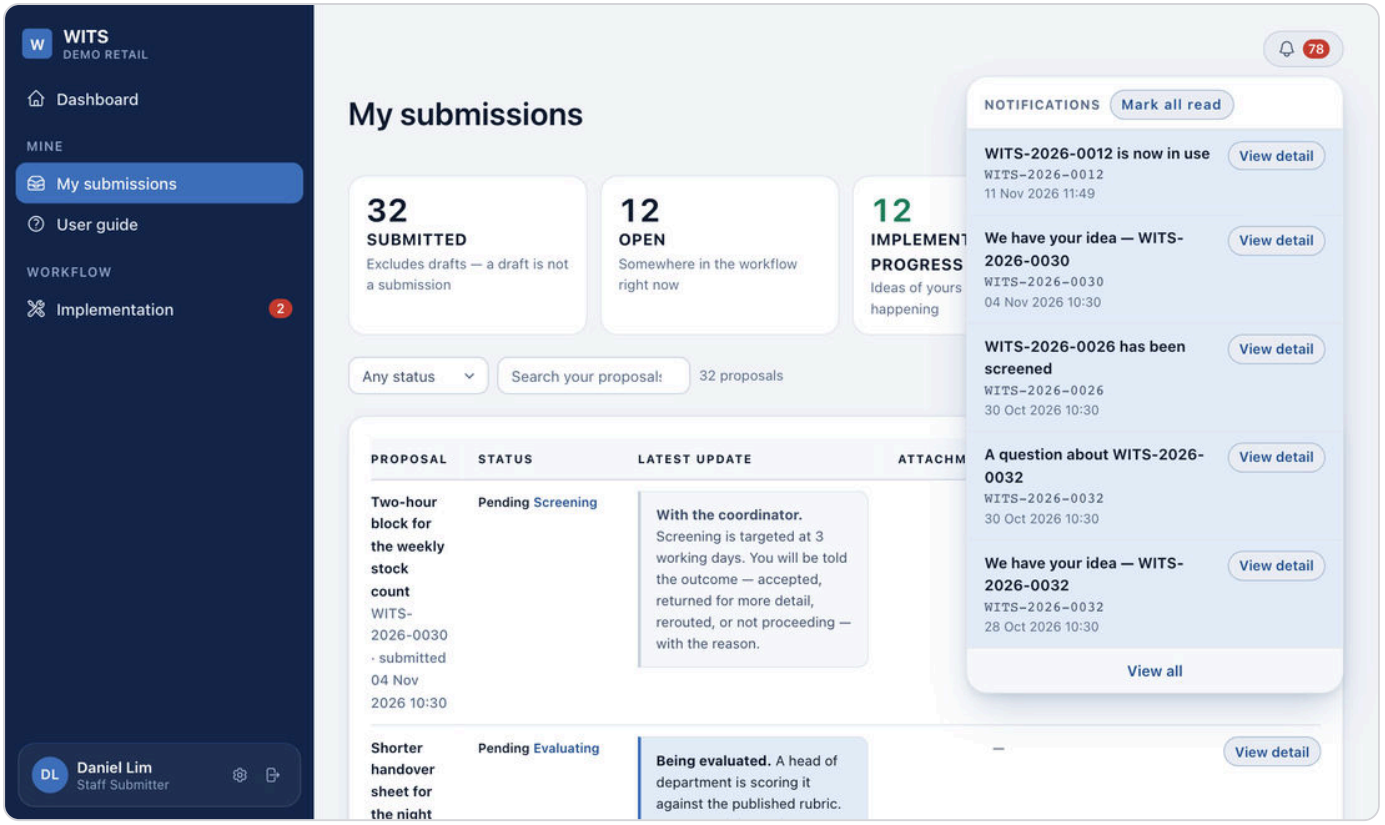


While the Council is scoring your idea, you see the stage **Evaluating** but not the marks or who is scoring. Once they decide, the reason is shown to you in full.

Notifications

Every change of stage reaches you in the bell at the top right of every page. The red number is how many you have not read.

1. Press the bell to see the latest ones.
2. Press **View detail** to open that idea, or **View all** to see the full list.
3. Press **Mark all read** to clear the number.



You cannot switch these notifications off. You may also get them by email, at the address in your staff record.

What the statuses mean

Status	Meaning
Pending	Somewhere in screening or scoring.
Approved	The Council said yes. Work has not started.
In progress	Being carried out.
Completed	Done, in use, and confirmed by someone else.
Kept in view	A good idea for later. It shows a date to look at it again.
Rejected	The Council scored it and said no.
Unqualified	Closed at screening, without a score.
Rerouted	Sent to the system that handles it, such as faults or customer complaints.
Duplicate	Someone raised the same idea earlier. Yours is linked to it and counts as support.

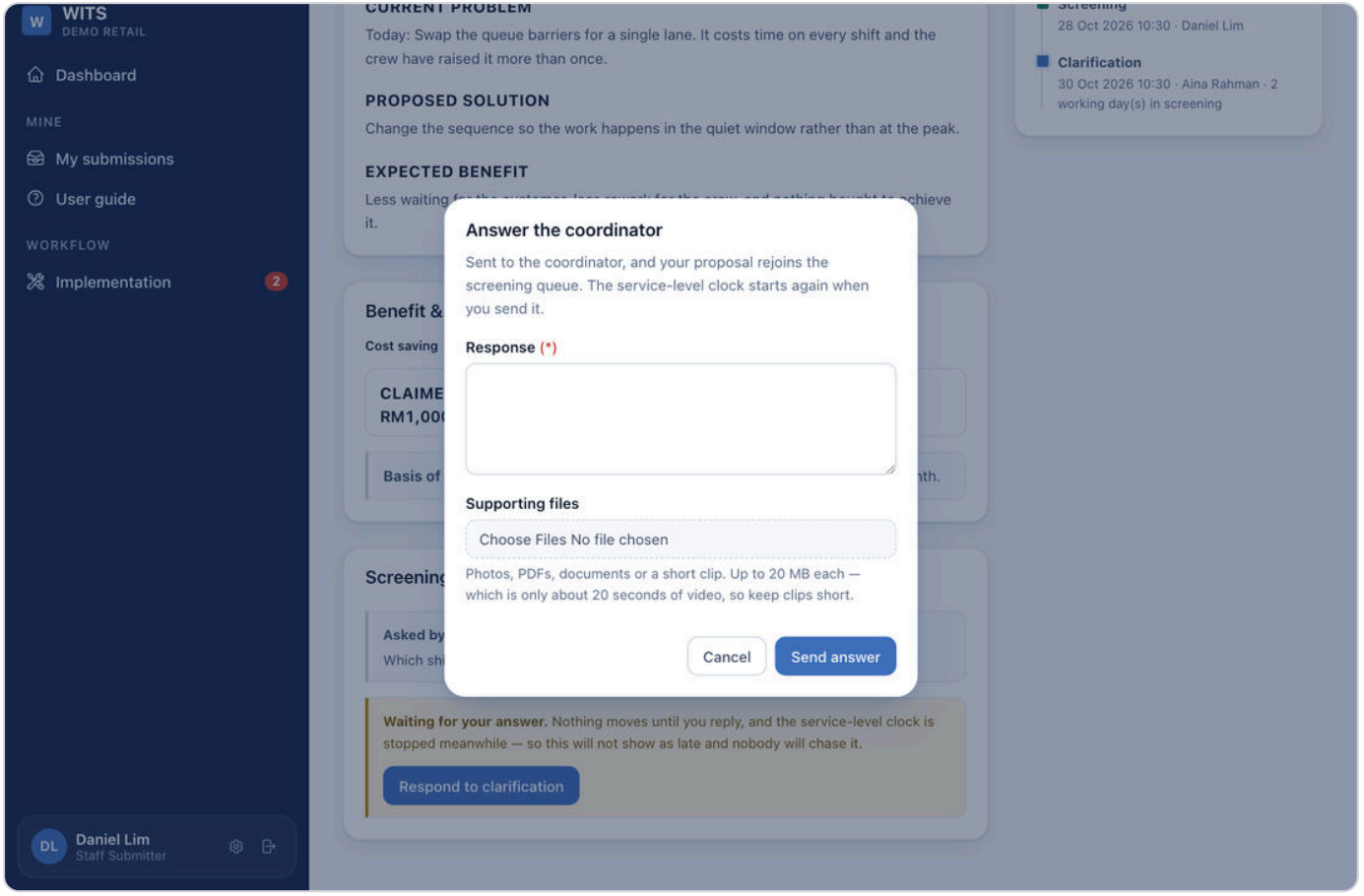
A rejected idea stays on the record. If things change, submit it again and say what changed.

Answer a question about your idea

For: Staff

A coordinator may need one more detail before they can judge your idea. When that happens, you get a notification, and the row in **My submissions** says **Answer the question**.

1. Open **My submissions** and find the row marked **Answer the question**.
2. Press **Respond to clarification**.
3. Type your answer in **Response**. Add photos or files under **Supporting files** if they help.
4. Press **Send answer**.



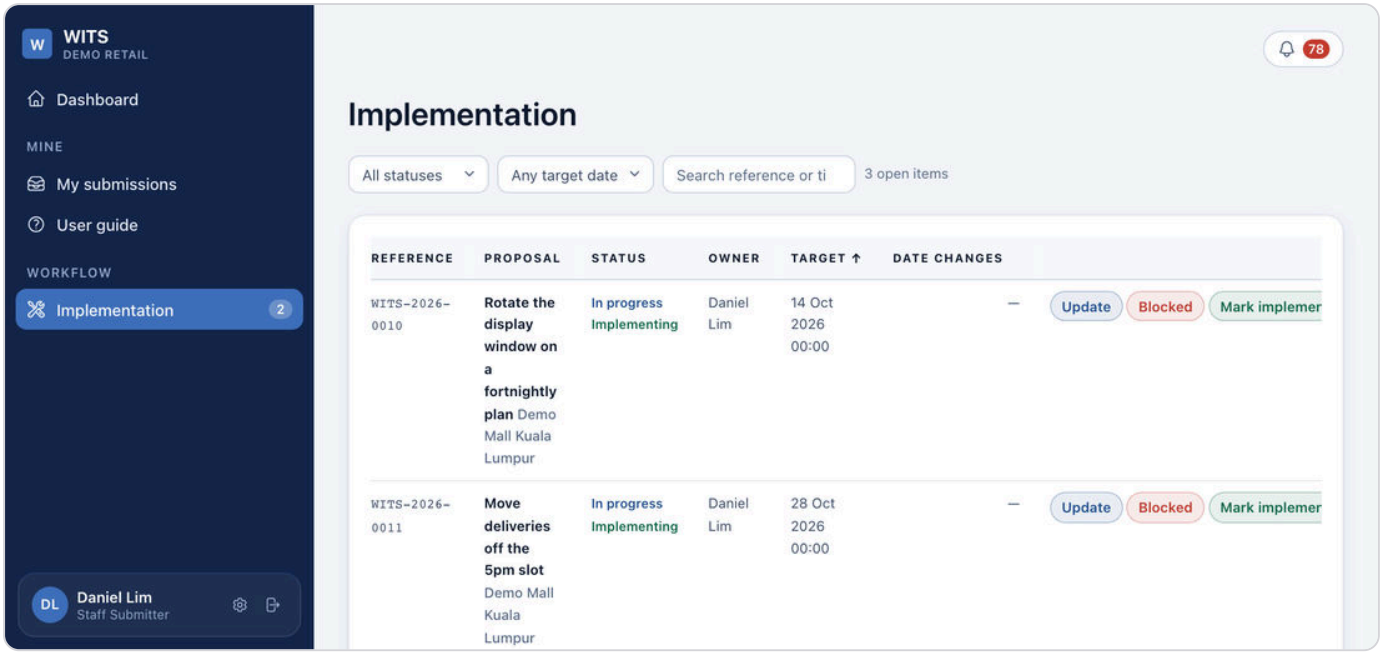
Your idea goes back to the coordinator. The time limit for screening stops while the question waits for you, so your idea is not counted as late, but nothing moves until you answer.

Carry out your approved idea

For: Staff

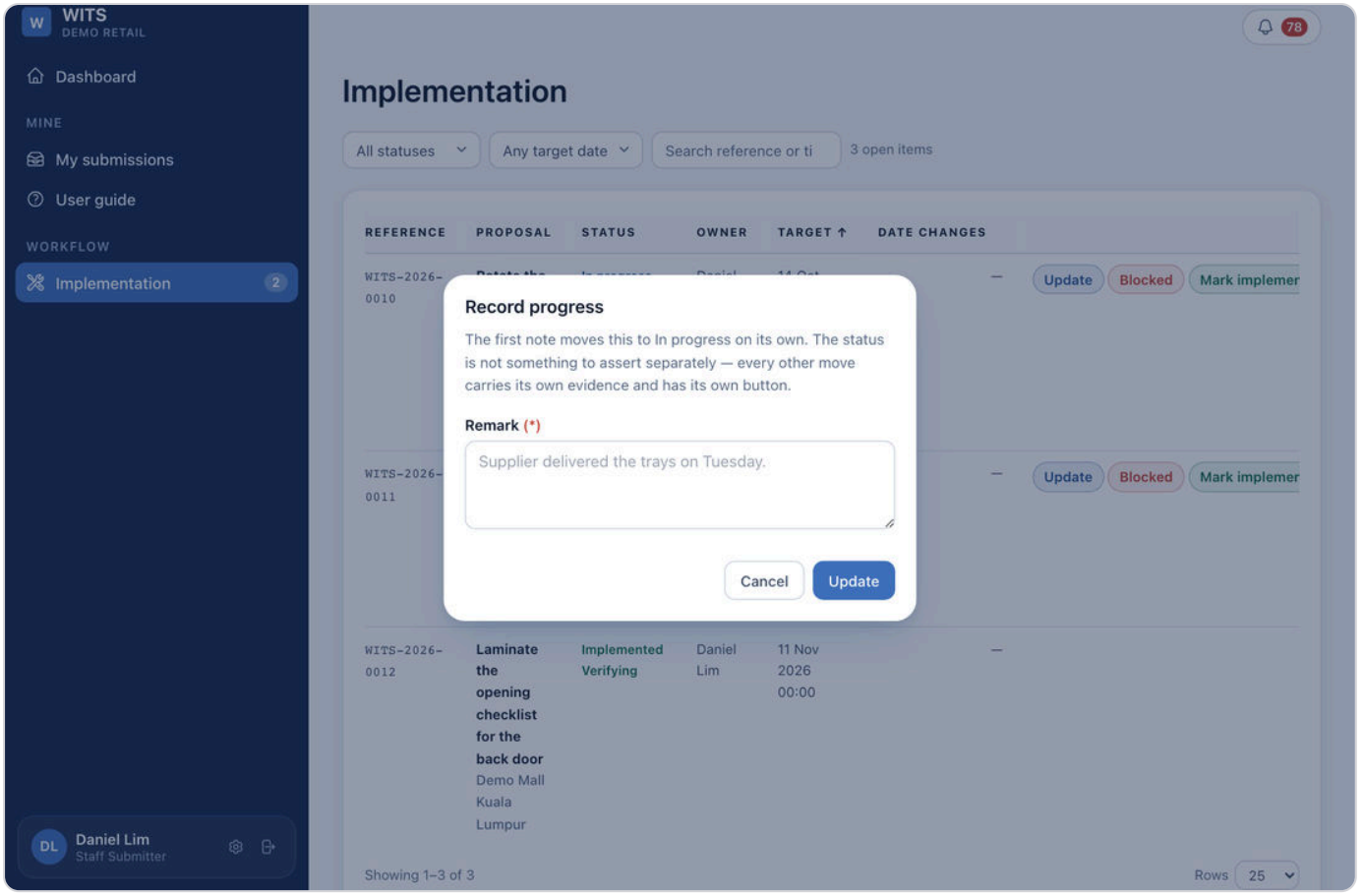
When the Council approves your idea, you are the person who carries it out, by the target date the Council set.

1. Open **Implementation** in the menu. The red number shows how many are waiting.
2. Find your idea. Each row shows the status, the owner and the **Target** date.



Record progress

1. Press **Update** on the row.
2. Write what was done in **Remark**, and press **Update**.



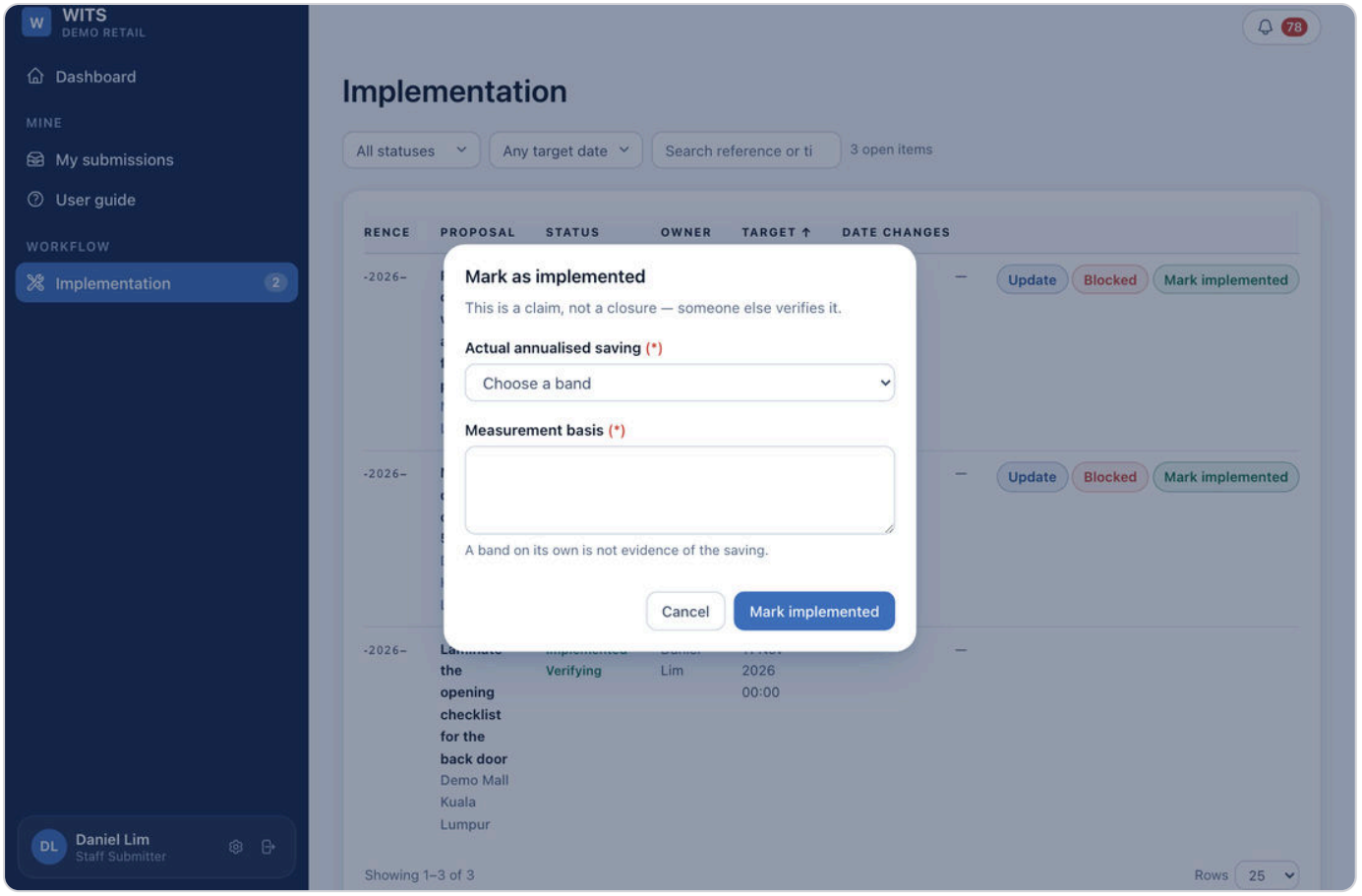
The first update moves the idea to **In progress**.

If something stops the work

Press **Blocked**, write the reason, and pick a date to look at it again. When it can carry on, press **Resume**.

When it is done

1. Press **Mark implemented**.
2. Pick the real saving range under **Actual annualised saving**.
3. Write how you measured it under **Measurement basis**, for example "Timed the lunch queue on four Saturdays".
4. Press **Mark implemented**.



This does not close the idea. A coordinator checks that the change is in use and closes it. See Confirm finished work.

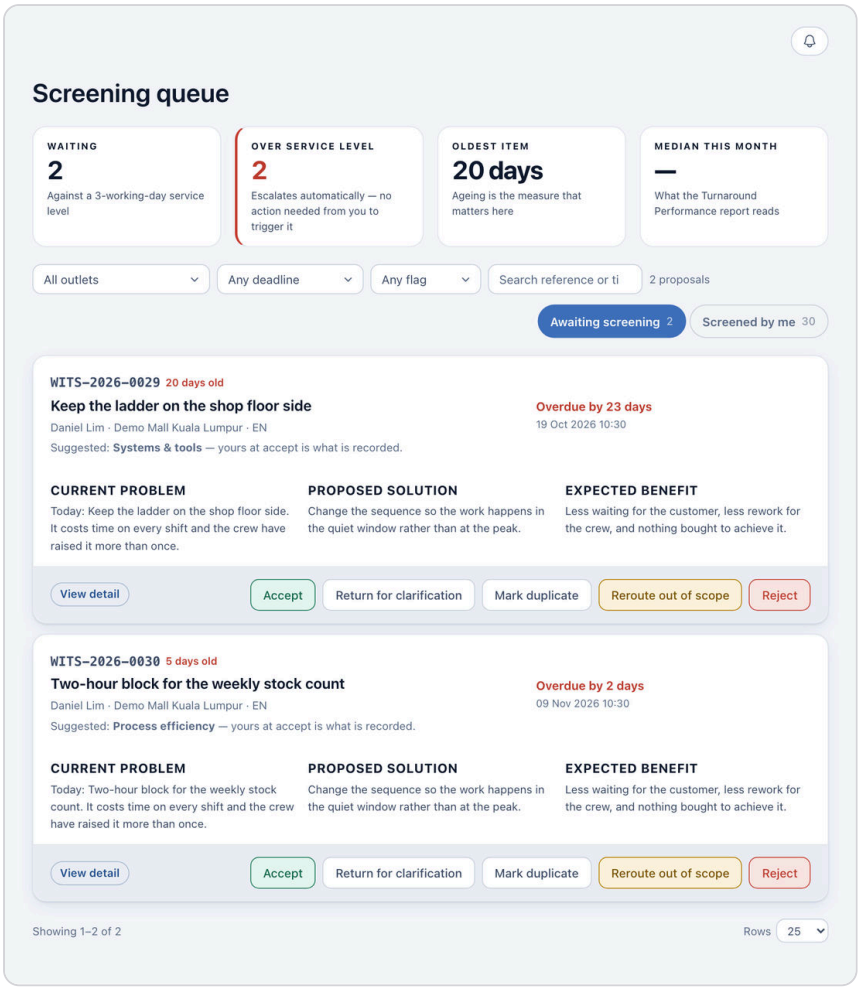
You cannot move your own target date, and you cannot confirm your own work. Ask a coordinator if the date needs to change.

Screen new ideas

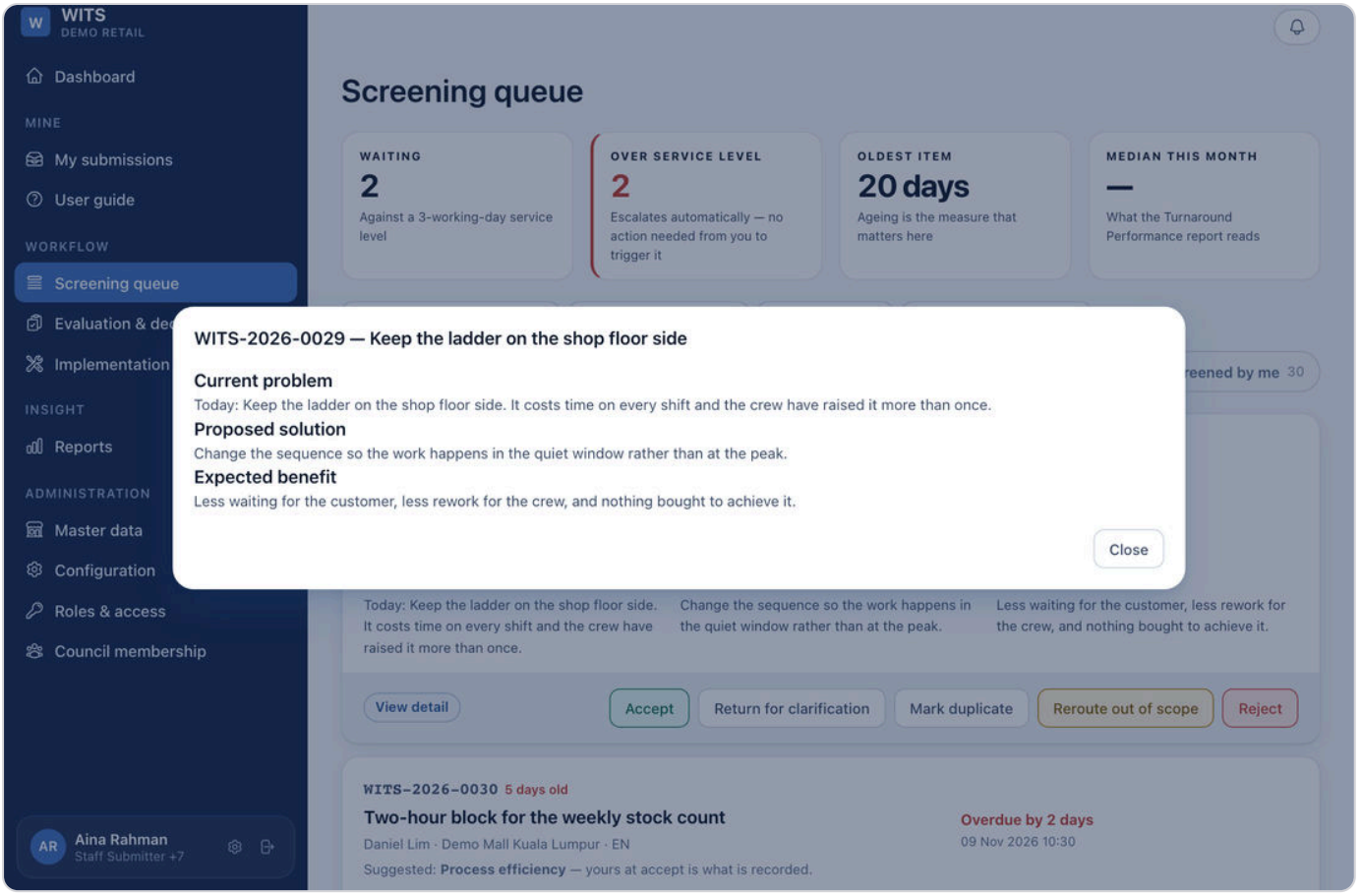
For: WITS Coordinators

You see new ideas from the outlets you look after in your staff record. Each one should be screened within the time limit shown on the card (3 working days unless your administrator changed it).

1. Open **Screening queue** in the menu.
2. The figures at the top show how many are waiting, how many are late, and the oldest one. Use **All outlets** to show one outlet.



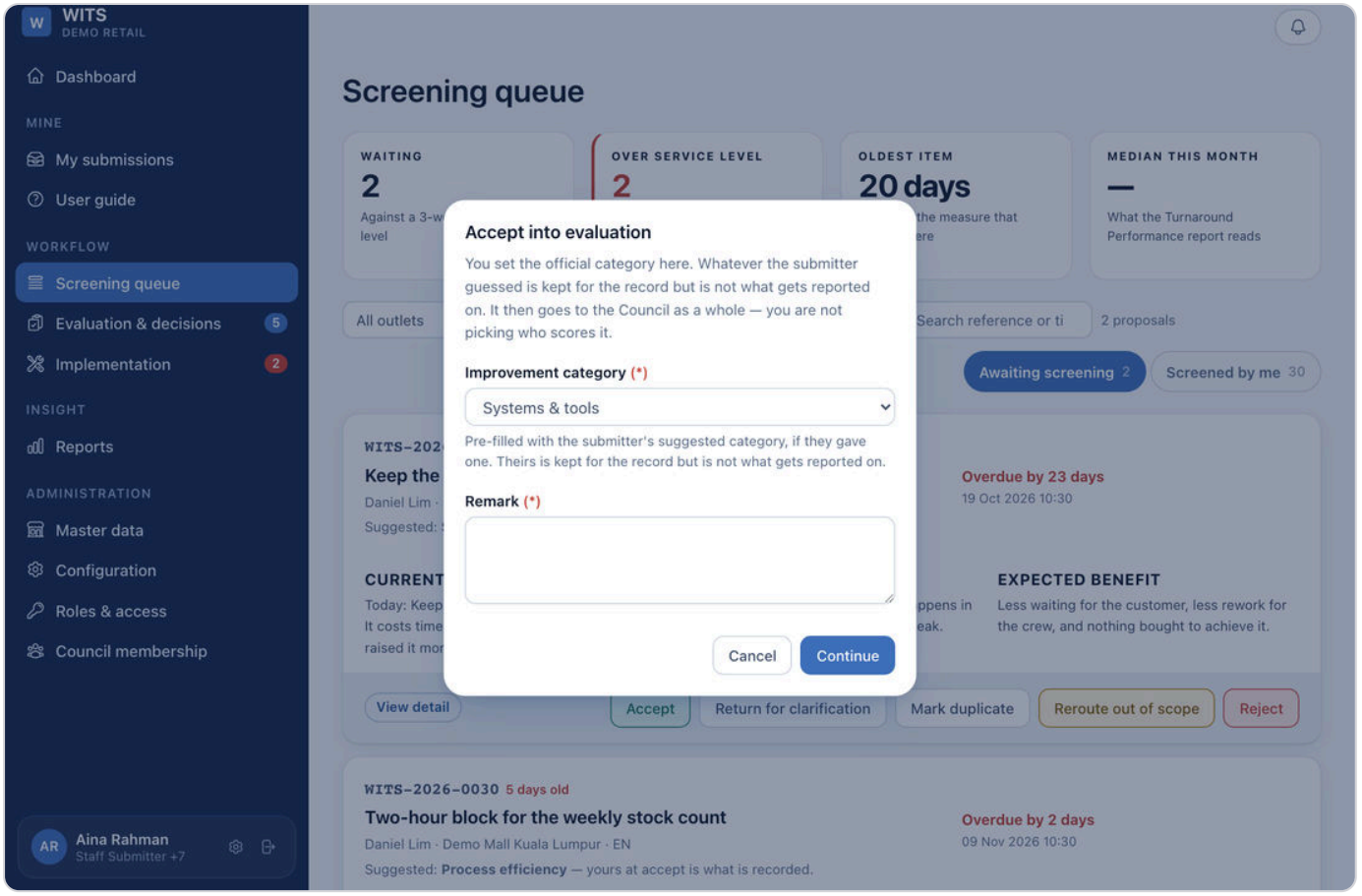
3. Press anywhere on a card to read the whole idea as it was written. Press **Close** to go back.



4. Press one of the five buttons at the bottom of the card:

Button	Use it when	The person who raised it is told
Accept	It is an improvement idea and in scope.	It was accepted, with the category you set.
Return for clarification	You need one more detail.	Your question, word for word.
Mark duplicate	Someone already raised the same change.	Which idea theirs is linked to.
Reroute out of scope	It is an equipment fault or a customer complaint.	Which system now handles it.
Reject	It is out of scope or not about improving work.	It was closed as **Unqualified**, with your reason.

5. Fill in the window. Every choice needs a **Remark**, and the remark is sent to the person who raised the idea. For **Accept**, also choose the **Improvement category**.
6. Press **Continue**, check the idea named in the next window, and press the button again to confirm. Press **Back** to change your mind.



The **Screened by me** tab lists what you decided and why, after the idea has left the queue.

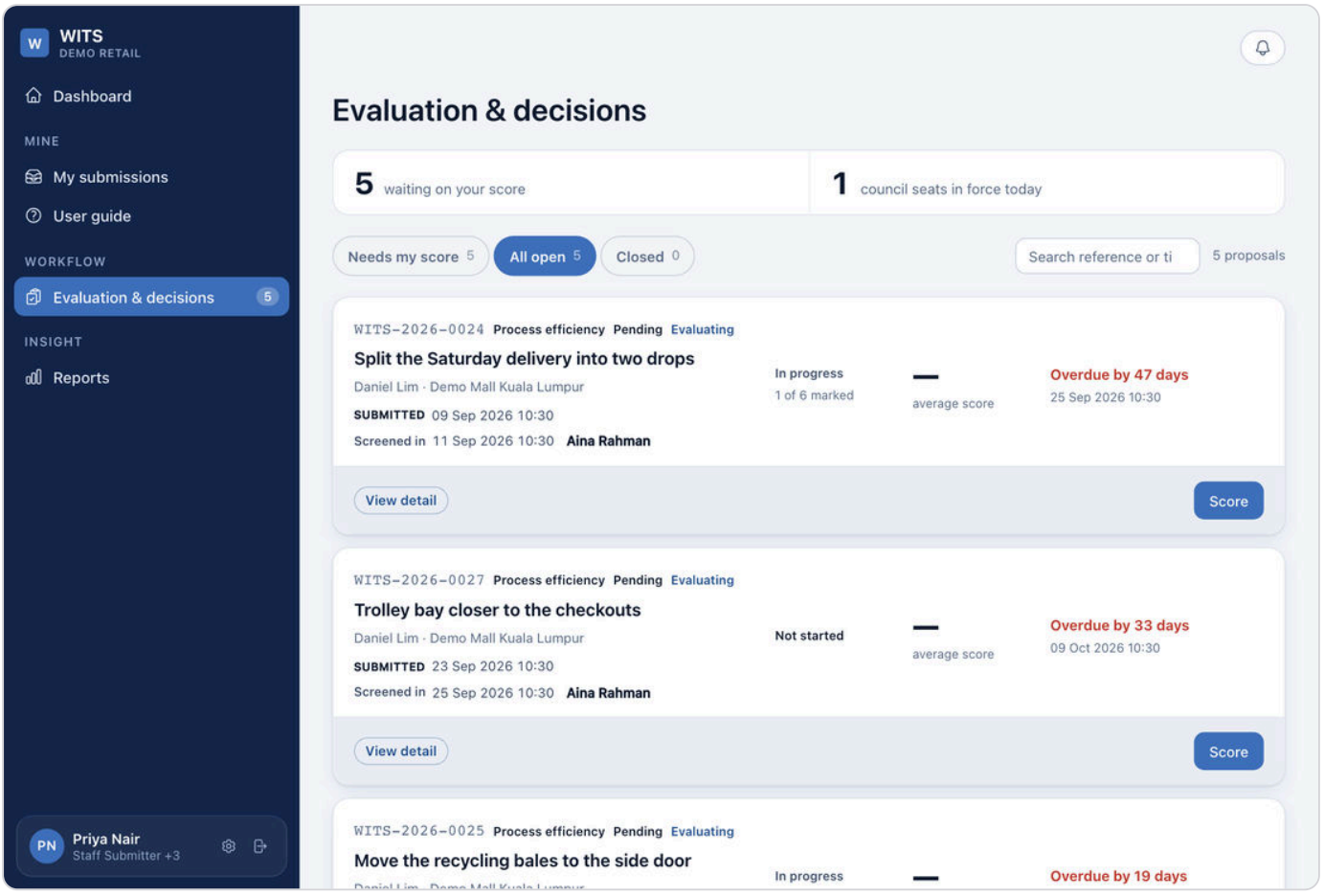
You cannot screen your own idea. If one of yours is in your queue, ask another coordinator to take it.

Score and decide on an idea

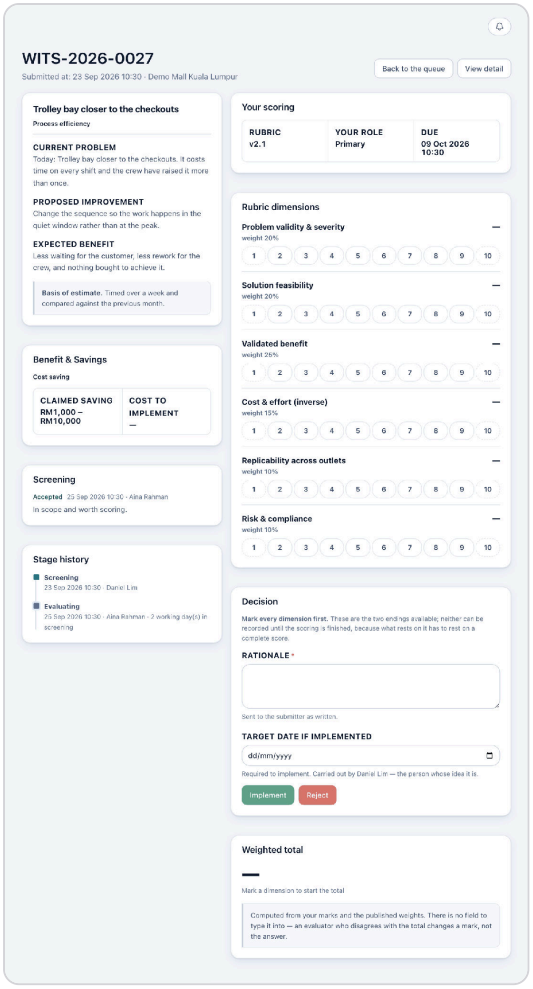
For: WIT Council members

To score, you need two things: a role that lets you score, and a place on the Council (see Give people access). With only one of them, the **Score** button does not appear.

1. Open **Evaluation & decisions** in the menu. **Needs my score** lists the ideas waiting for you.
2. Each card shows how many questions are marked, the average score, and the deadline.



3. Press **Score** on a card. The idea is on the left and the marking on the right.
4. Mark each of the six questions from 1 to 10, for example **Problem validity & severity** and **Solution feasibility**. The **Weighted total** is worked out for you from your marks.
5. Under **Decision**, write the **Rationale**. It is sent to the person who raised the idea, as written.
6. To approve, set **Target date if implemented**, then press **Implement**. Otherwise press **Reject**.



Nothing is saved until you press **Implement** or **Reject**. If you leave the page, your marks are lost.

When the Council has more than one member

- With one member, that member's decision is the Council's, and the person who raised the idea is told the same day.
- With two or more, each member records their own marks and recommendation. Once every member has answered, the majority decides.
- A tie decides nothing. Press **Close scoring** to end it with a reason.

If **Implement** or **Reject** seems unavailable, press it anyway. It tells you what is missing.

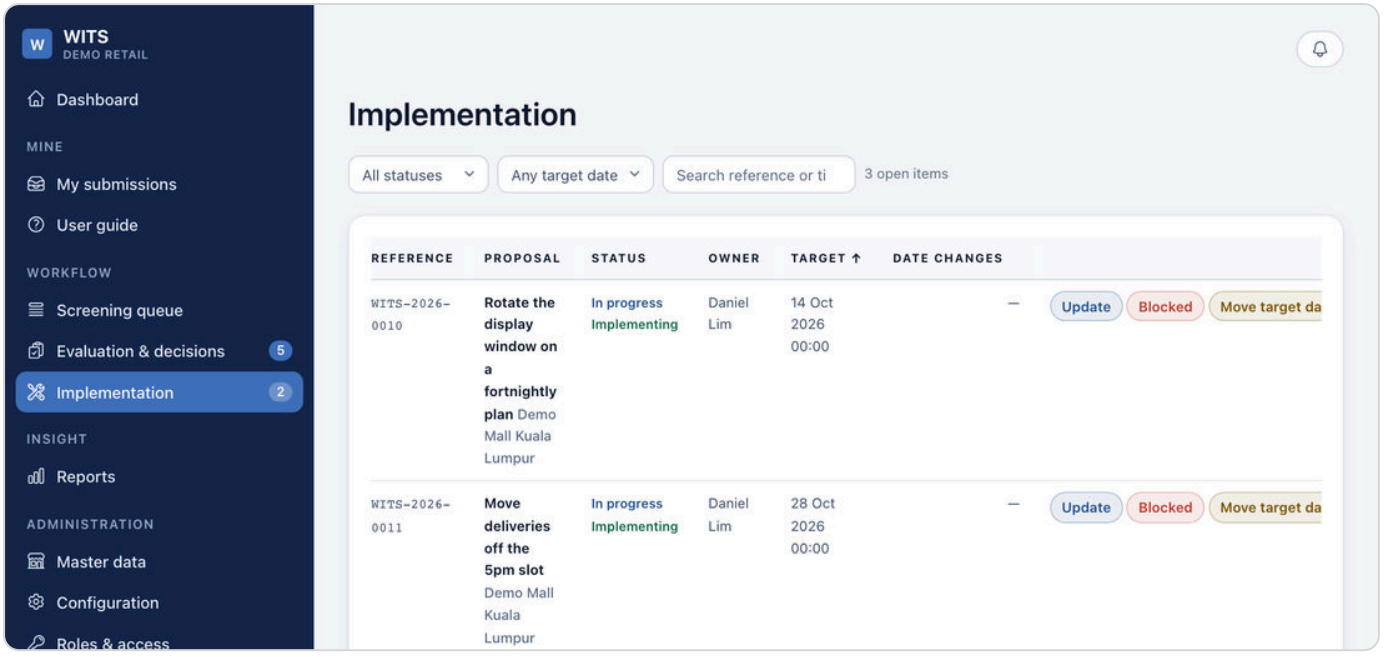
You cannot score your own idea.

Confirm finished work

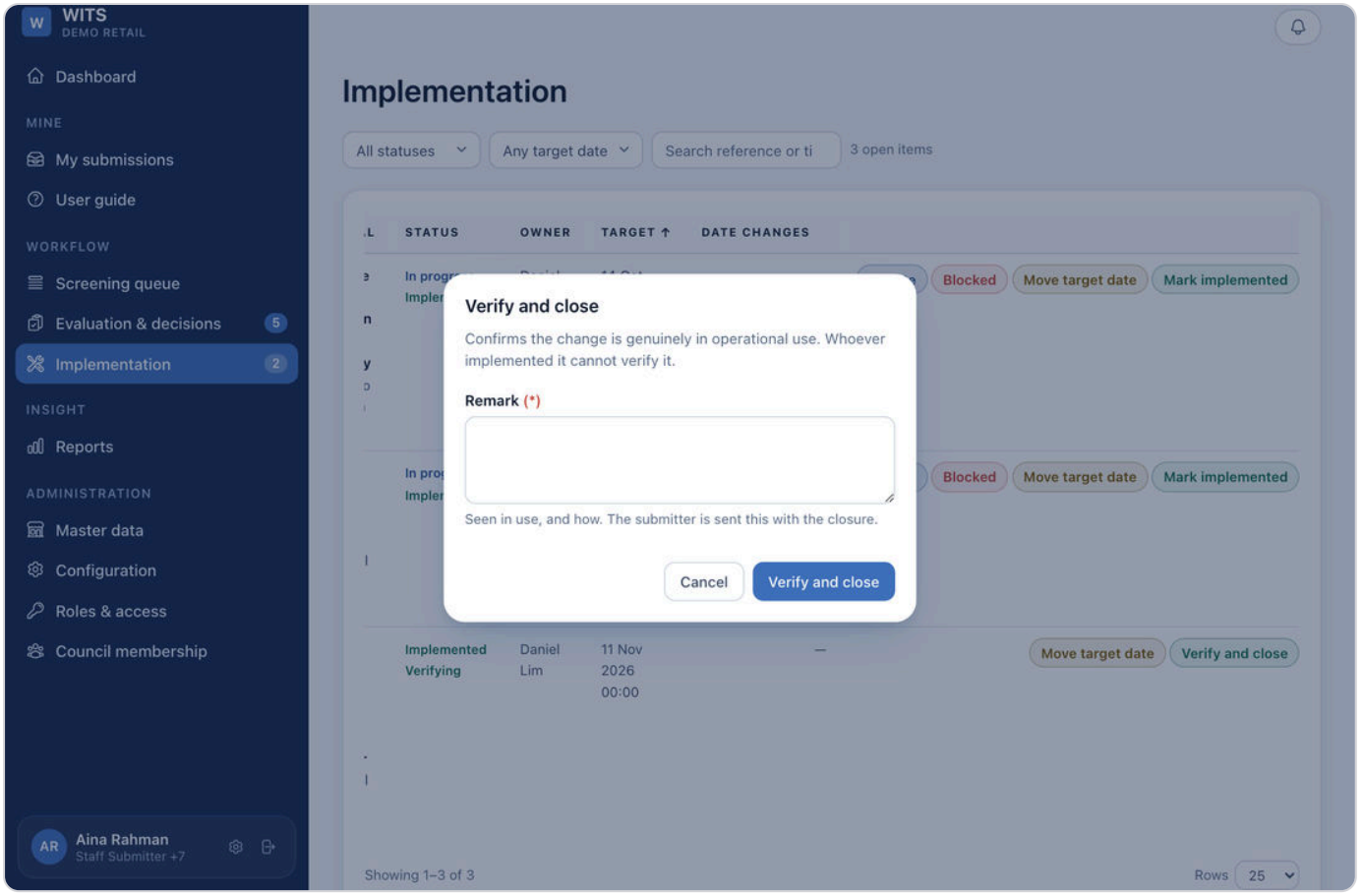
For: WITS Coordinators

When the owner presses **Mark implemented**, the idea waits for someone else to check that the change is really in use.

1. Open **Implementation** in the menu.
2. Find the row with the status **Implemented**. Use **All statuses** to show only those.



3. Check the change in the outlet.
4. Press **Verify and close**.
5. Write what you saw, and how, in **Remark**. The person who raised the idea receives it.
6. Press **Verify and close**.



The status becomes **Completed**: done, in use, and checked by someone else.

Move a target date

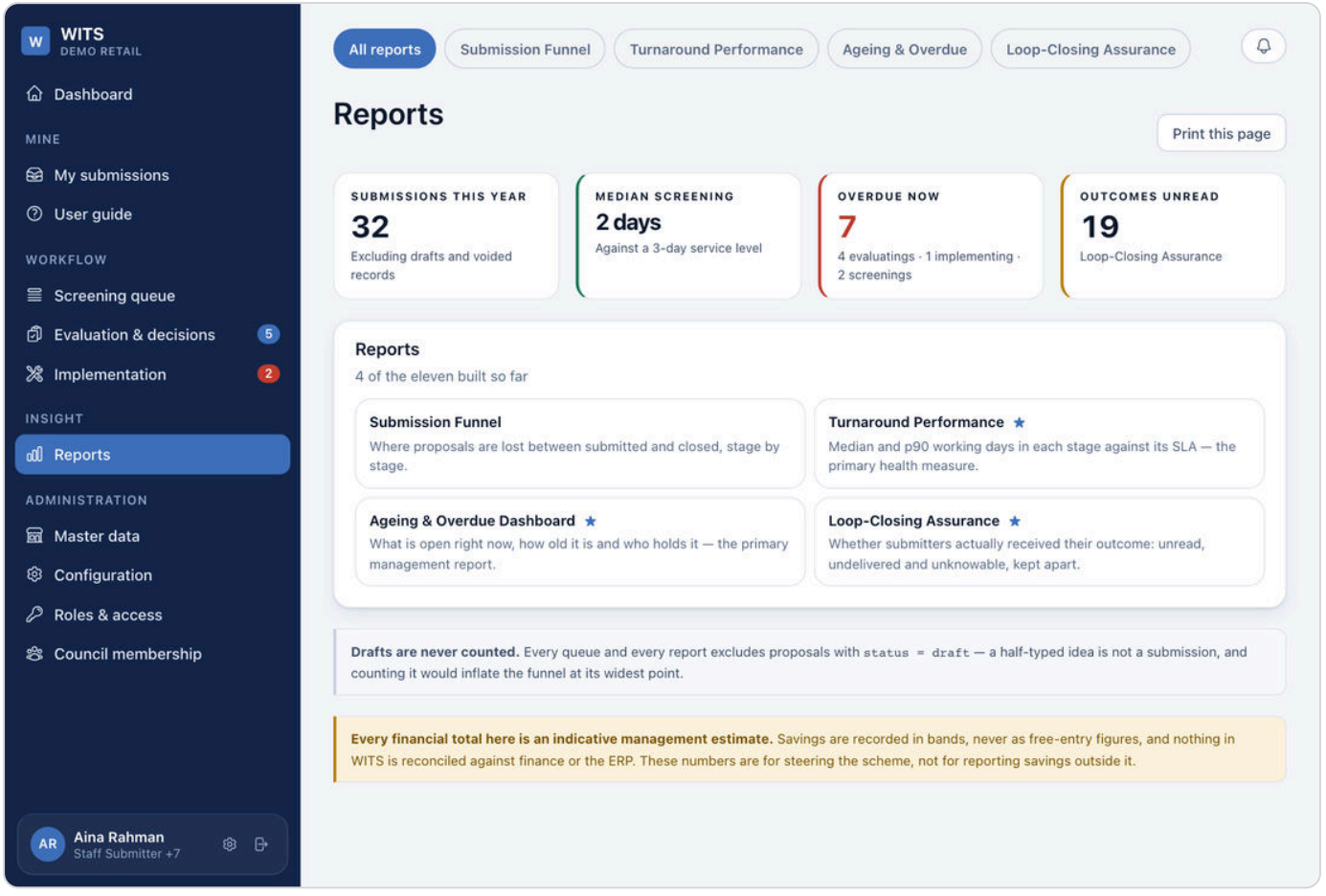
Only a coordinator can move a target date. Press **Move target date**, pick the new date and give the reason. The original date is kept, so the reports still show how late it is against the first promise.

You cannot verify work you carried out yourself. This rule applies to everyone, administrators included.

Read the reports

For: Managers

1. Open **Reports** in the menu.
2. The top row shows this year's submissions, how fast screening is, what is late, and how many answers have not been read.
3. Press a report to open it:
    - **Submission Funnel**: how many ideas reach each stage, and where they stop.
    - **Turnaround Performance**: how many working days each stage takes, against its time limit.
    - **Ageing & Overdue Dashboard**: what is open now, how old it is, and who has it.
    - **Loop-Closing Assurance**: whether people actually received and read their answer.



Each report can be narrowed to a period and an outlet. Press a figure to see the ideas behind it. Press **Print this page** to print it or save it as a PDF.



Drafts are never counted. Savings are added up from the ranges people picked, so every money total is an estimate. It is not checked against your accounts.

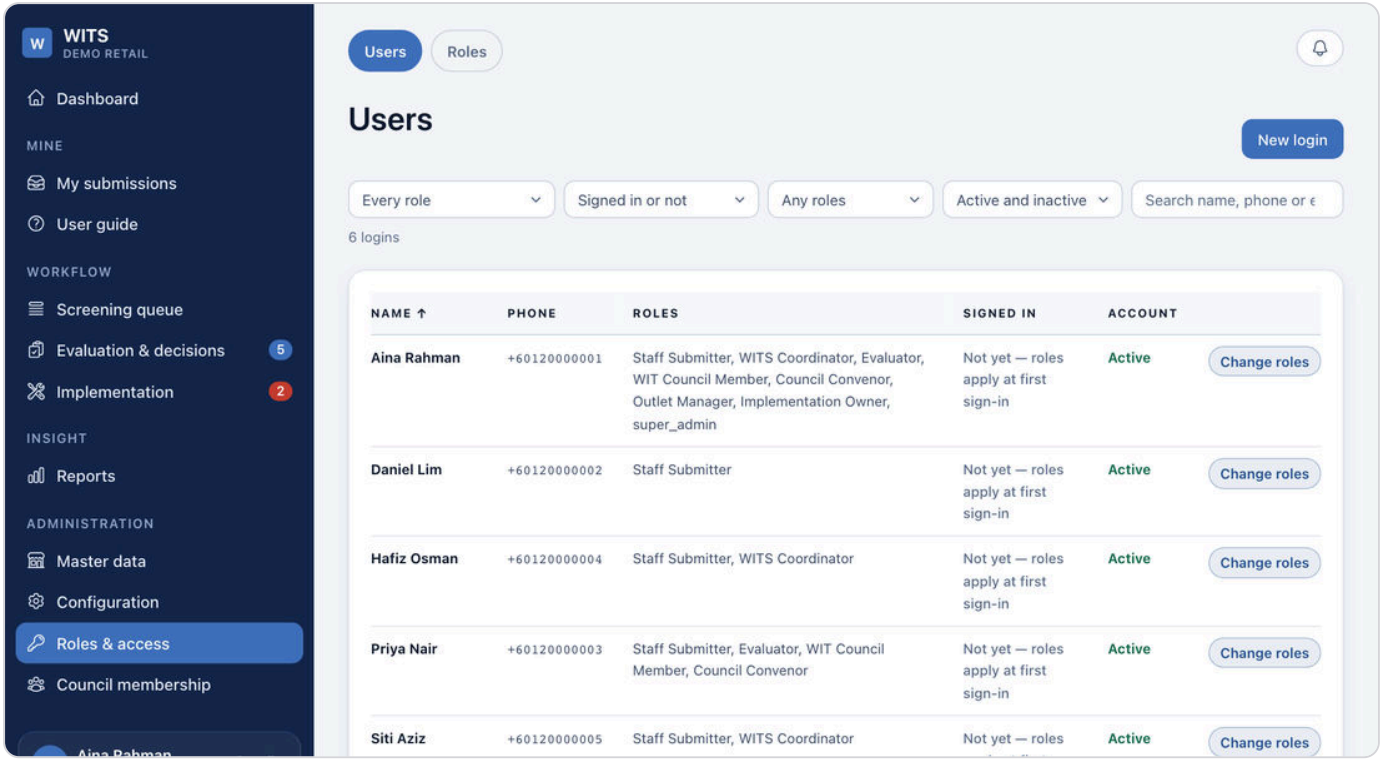
Give people access

For: Administrators

A person appears in WITS the first time they sign in, with the **Staff Submitter** role. Anything more is given here.

Change someone's roles

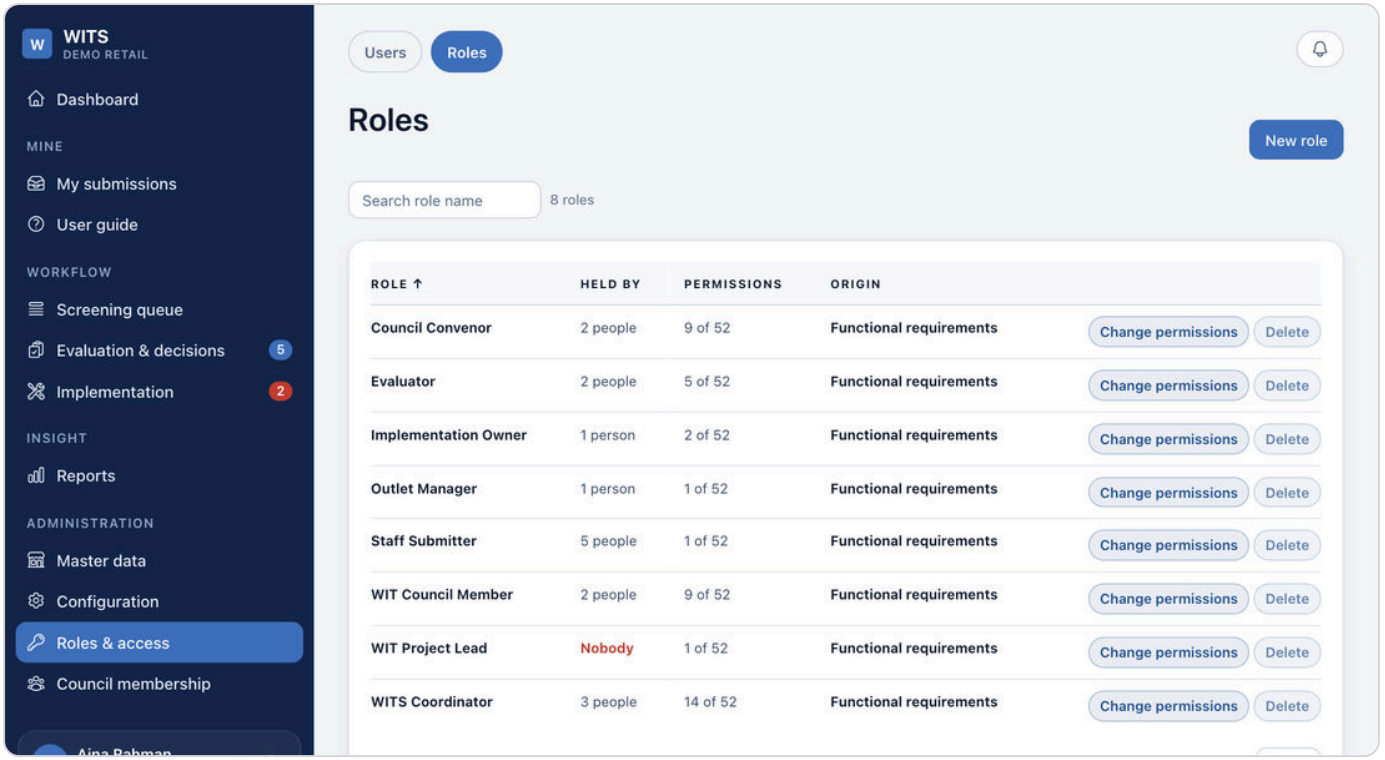
1. Open **Roles & access** in the menu. The **Users** tab lists everyone with their roles.
2. Press **Change roles** on the person's row, tick the roles, and press **Save**.



To give someone a role before their first sign-in, press **New login**. It does nothing until that person signs in.

Change what a role can do

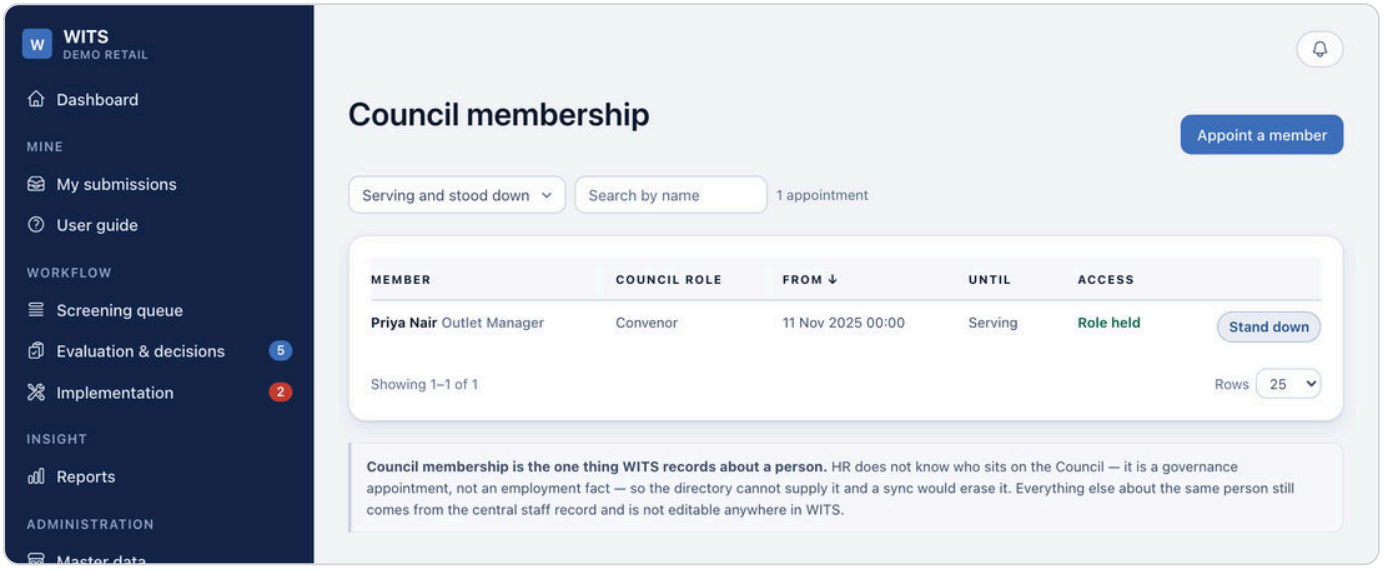
1. Open the **Roles** tab.
2. Press **Change permissions** on a role, tick what it may do, and press **Save**. Press **New role** to make one.



Seat someone on the Council

Scoring needs a place on the Council as well as a role.

1. Open **Council membership** in the menu.
2. Press **Appoint a member**.
3. Choose the **Staff member**, the **Council role** (**Member** or **Convenor**), and the date under **Appointed from**.
4. Press **Appoint**. This also gives the matching Council role.



To end a place, press **Stand down**. Past places are kept, because past decisions are counted against them.

Things a role cannot change

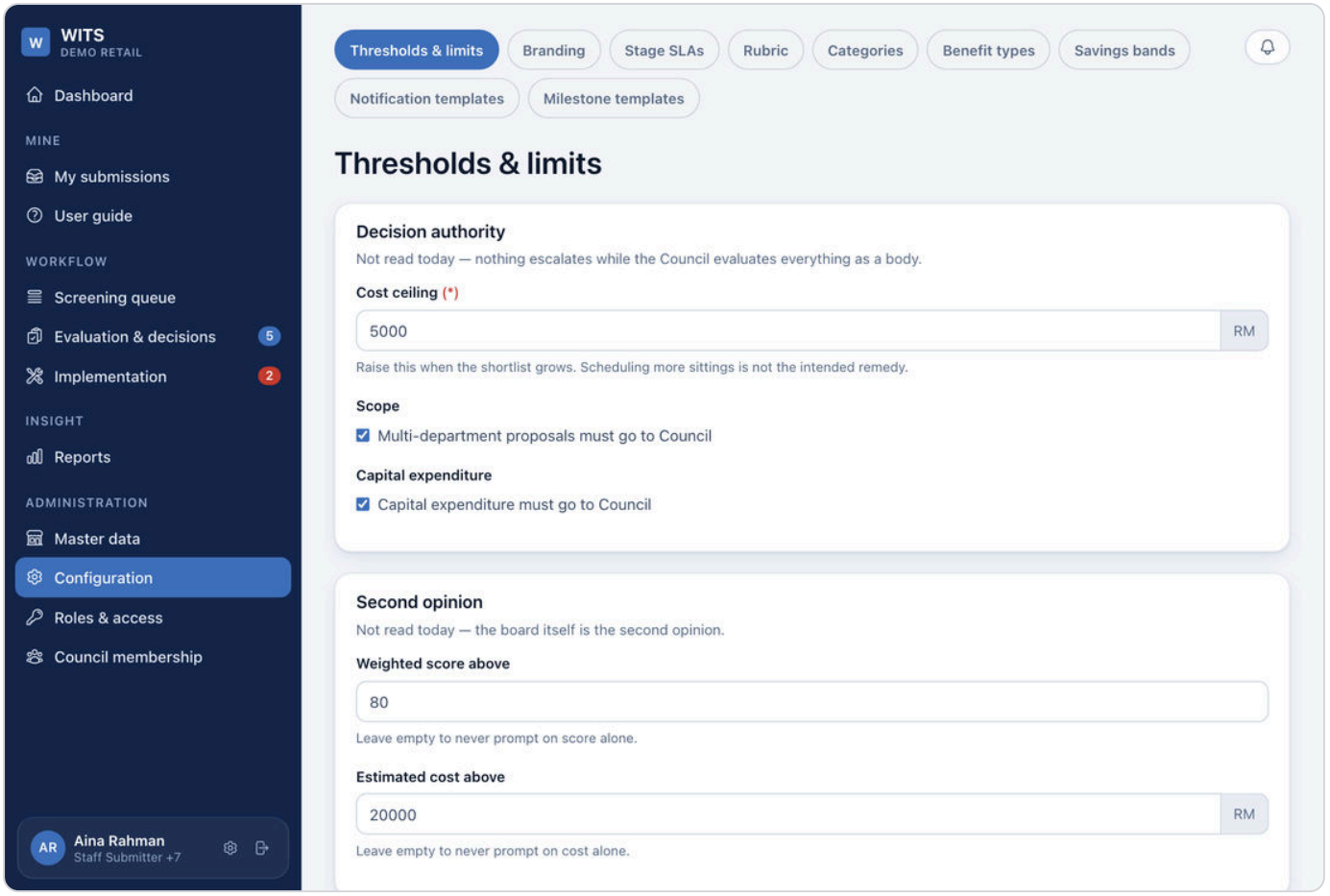
- Which outlets a coordinator looks after comes from the staff records, not from a role.
- Nobody can screen or score their own idea, or confirm their own work. No role or administrator can turn this off.
- Someone HR has marked as left cannot sign in, even if their login still exists. They stay in the **Users** list so you can see what access they had.

Change the rules and the name

For: Administrators

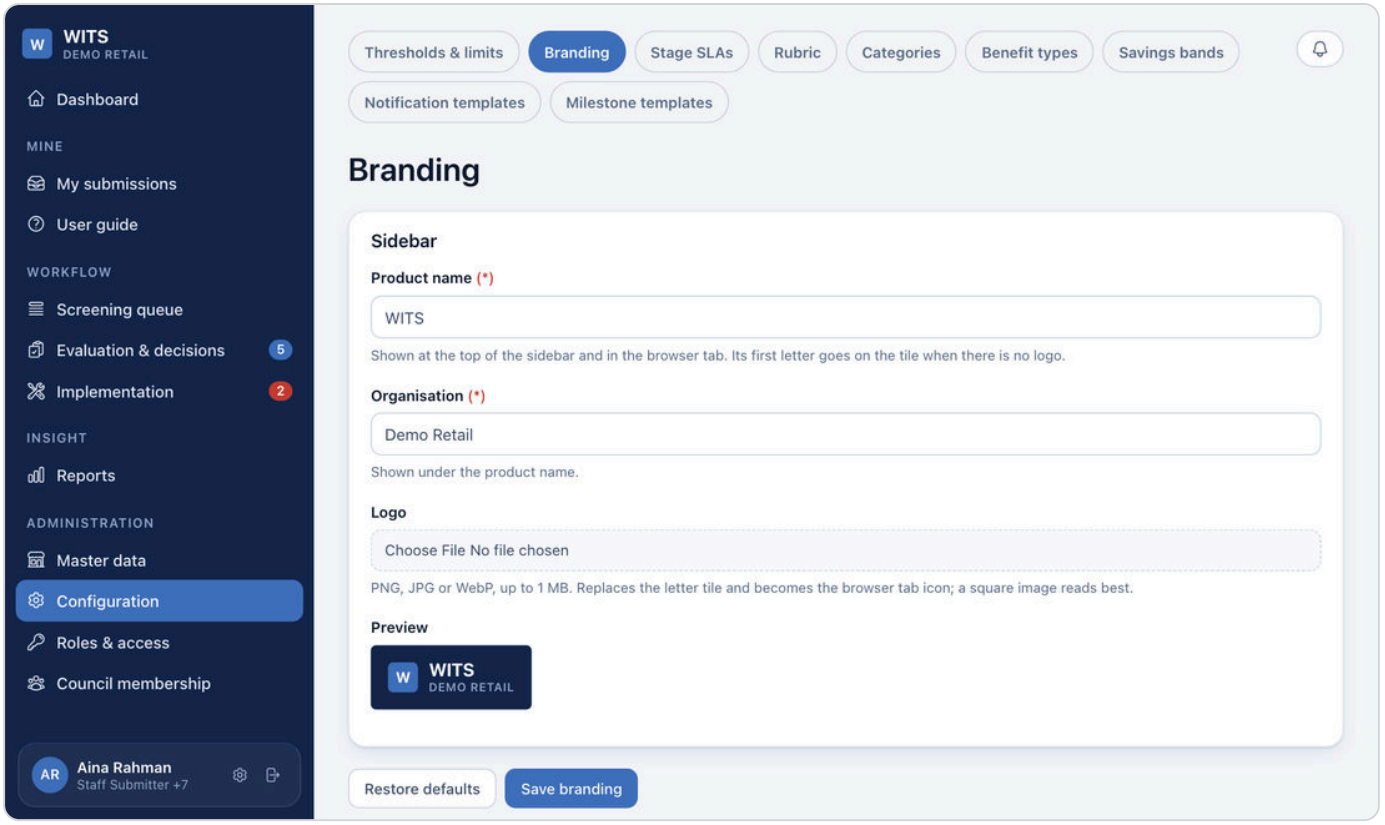
Open **Configuration** in the menu. The tabs along the top are:

Tab	What it sets
Thresholds & limits	Council size needed to decide, file size limits, how many ideas a person can submit a day, and how long records are kept.
Branding	The name and logo at the top of the menu.
Stage SLAs	The time limit for each stage, in working days.
Rubric	The scoring questions and their weights.
Categories	The improvement categories a coordinator can choose.
Benefit types	The ticks under **Type of benefit** on the idea form.
Savings bands	The saving ranges people pick from.
Notification templates	The wording of each notification, in English, Bahasa Malaysia and Chinese.
Milestone templates	Standard steps offered when an idea is turned into a larger project.



Change the name and logo

1. Open the **Branding** tab.
2. Change **Product name** and **Organisation**. Both show at the top of the menu.
3. Under **Logo**, upload a PNG, JPG or WebP picture up to 1 MB. A square picture works best. Without a logo, the first letter of the product name is shown.
4. Check the **Preview**, then press **Save branding**. **Restore defaults** puts the original name back.



A saving range that has already been used cannot be edited, because that would change the scores of past ideas. On **Savings bands**, press **Retire** on it and add a new one with **New band**.

Staff and outlets under **Master data** can be read but not changed. They come from your company's staff records.