



A Quest Diagnostics Company

Powering ExamOne's continuous improvement program to reach across geographical boundaries.



303

POSTED IDEAS



18

IDEAS IN DEVELOPMENT



70%

ENGAGEMENT RATE



252

COMMENTS



654

VOTES PLACED

The Challenge

ExamOne is a leading provider of paramedical testing services in the Life Insurance industry, with 1,200 employees spread across more than 50 field offices in the United States. ExamOne was seeking a way to streamline the process of collecting ideas from more employees for their continuous improvement program. Before Ideawake, they collected ideas using offline "idea cards" which were posted on boards throughout their call centers. The issue they had with this approach was that it was difficult to track and manage the ideas they were receiving and also required a lot of manual data entry from program champions.

The Solution

ExamOne partnered with Ideawake to centralize the collection and evaluation of ideas across their paramedical network and took their platform live during their national convention on February 15th, 2017. Outside of using Ideawake to run their continuous improvement program, ExamOne has also leveraged the platform to engage with participants in real time ideation and collaboration during presentations at their national conventions. To date, Ideawake has been successfully implemented across 20% of the ExamOne workforce and will continue to expand participation over the next three to six months.

The Results

To date, ExamOne has collected over 300 ideas from employees across the nation, and has an engagement rate of 70% of participants invited to the platform. They have conducted over 23 challenges since taking their platform live and will soon have financial impact numbers based on the ideas being implemented.



Sara Jane Vomhof

Six Sigma Blackbelt at Quest Diagnostics

"Ideawake helps ExamOne create a centralized location to collect, evaluate, and take action on new ideas. Before Ideawake, we collected and managed ideas via email threads.

Now, our employees are able to quickly submit ideas on Ideawake via their phone or computer, and our process is much more transparent because employees can easily track the progress of their ideas as they are evaluated and implemented.

Getting started was easy and Ideawake's expertise has helped us improve our programs overall effectiveness and they are responsive to our changing needs."