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Herding Cats!





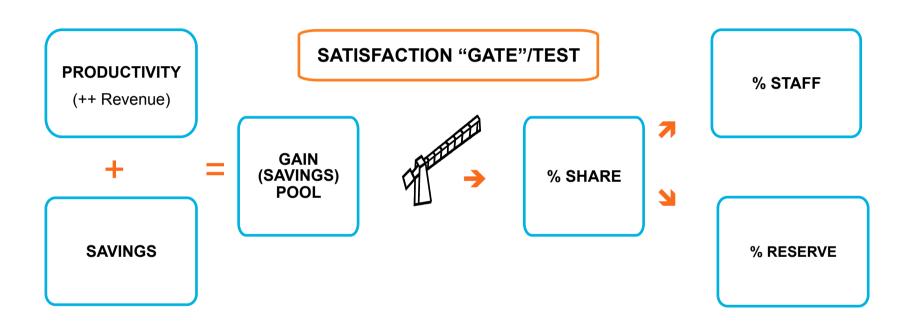
1 to 8 meters?





Efficiency & Sustainability

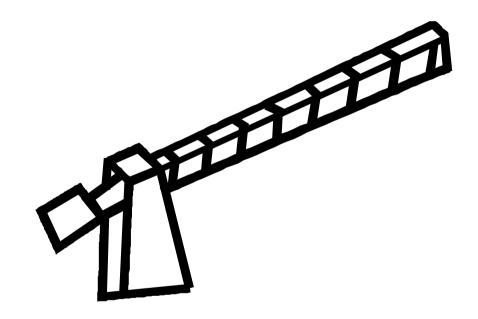
Via Gain Sharing





"Gate" of Customer Satisfaction

In this case, 35% of gain is shared with employees provided the "gate" of Patient Satisfaction is met.





PEOPLE AT THE COAL FACE HAVE GOOD IDEAS.

INVOLVEMENT TEAM responsible for:

- Soliciting ideas
- Reviewing ideas
- Approving ideas
- Implementing
- Feedback



Fosters "Owner" Thinking

Owner



WOULD YOU
ACT
DIFFERENTLY
IF YOU
OWNED
YOUR AREA?

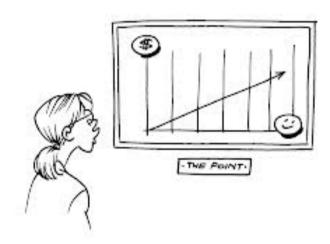
Renter





Summary HOW GAIN SHARING CAN HELP

- Lower Costs
- Higher profits and staff income
- Reduce staff turnover
- More collaboration
- Fund useful tech investments
- Higher customer and staff satisfaction







- 1. Consult staff via workshops
- 2. Provide training as necessary
- 3. Agree performance benchmarks and split up
- 4. Gather data and report