Suggestions

Scenario

ABC Suites (Pty) Ltd

“Ideas are like rabbits. You get a couple and learn how to handle them, and pretty soon you have a dozen.” – John Steinbeck

The Challenge:

At ABC Suites, Factory Manager Stu Pendous knew his team was brimming with smart ideas—on cost savings, process improvements, and clever workarounds. But those ideas only surfaced in passing conversations or when someone happened to ask. There was no consistent way to capture, share, or act on them. Valuable insights were being lost, and staff felt their voices weren’t being heard.

Stu wanted to foster a culture where innovation wasn’t just welcomed—it was expected. But without a structured process, ideas remained invisible, and the status quo went unchallenged.

How ABC Suites uses epic:

By implementing Epic’s **Suggestions** feature, ABC Suites created a simple, motivating system to capture and act on ideas from across the organisation. Staff could submit suggestions directly, or have their ideas logged from the physical suggestion box on the factory floor—ensuring every voice had a channel.



Each month, a cross-functional committee reviewed submissions, provided feedback, and selected standout ideas for further investigation or implementation. Contributors were recognised at quarterly awards ceremonies, turning innovation into a celebrated part of company culture.

The result? A dramatic shift in mindset—from “this is how we’ve always done it” to “there’s always a better way.” Suggestion volume and quality increased month on month, and the initiative quickly expanded beyond the factory floor to become a company-wide movement.

“From missed ideas to meaningful innovation—Epic’s Suggestions feature helped ABC Suites unlock the creativity already within their walls.”