

Emily Showalter

Contestant Emily Showalter, EMILYS@WWNINC.COM, 4409343882

Name of the Game Every Plant Counts

Theme Each week that the orders are filled to our benchmark, we move closer to our prize

Objective Fill 99% of orders sold.

Improvement Goals increase fill rate from 98.25% in 2017 to 99% in 2019 (This is a very high benchmark, being in the live plant product industry!) in 2016 when we started this benchmark, we were around 97% and leaving about \$1million dollars in plants on the dock versus in the customers' hands

Duration 03/01/2018 - 11/01/2018

Rules of the Game Each week, 99% of orders sold must be shipped. We have plants coming to our shipping dock from over 1,000 acres of our nursery. It's easy to lose them, quality might not meet the customer's standards, etc. Every single employee affects the fill rate (examples: sales needs to make the sale, admin needs to answer the phones and make sure we have hired employees to pull orders, field employees need to pull the orders, growers need to grow quality plants, and so on)

Scoreboard Image(s)



Prizes and Award Schedule at the beginning of the year from 3/1 - 6/22, the prize was a company picnic on 6/29. this company picnic was the first ever since we can remember! 400 employees spread out over several locations are difficult to get together! We booked pavilions at a park and closed the nursery early, shuttled employees there, had the lunch catered with authentic hispanic food and played softball and soccer. We also did a 5 week game for department cookouts, then another 5 week game for sub sandwiches. The employees always vote on the prizes.

Non-Monetary Benefit to the increased employee morale and appreciation for employees' hard work. happy customers. less product returned to stock or thrown out, increased efficiencies,

Company increased product quality

Financial Benefit to the Company USD 40,000.00

Prizes, Rewards and Celebration Investment USD 7,500.00

Celebration Image(s)





