6 useful suggestion responses

Example wording to adapt. Replace the placeholders with your facts and agreed commitments.

1. Confirm you received it

The idea has arrived and still needs a review.

Thanks for flagging the gauge storage problem at [work area]. Your suggestion is logged. [Reviewer] will look at it on [review date] and tell you the decision via [feedback route].

Why it works: It names the problem and commits to a review date. Use a date and a route your team will actually keep.

2. Ask for one missing detail

One missing fact is blocking the decision.

Your suggestion makes the storage problem clear. Which gauge and station were involved the last time it happened? That helps Production test the new spot with the operators who use it.

Why it works: It explains why you are asking, instead of sending a vague 'please add more detail'.

Read the guide and prepare the review process

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3. Approve a test and name the owner

The team has agreed to try the change.

Good news: we're testing the marked storage spot. [Department] will set it up with the operators at [station]. The next step is [action], and [reviewer] will check the result on [date]. We'll record progress on this idea.

Why it works: It separates approval from completion and says who does what next.

4. Decline with a reason

The specific change can't go ahead.

Thanks for pointing out the extra packing space. We can't remove the protective insert because this product's packing standard requires it. Logistics will check whether an approved alternative box solves the empty space. [Owner] will update you via [route].

Why it works: It explains the constraint, values the observation and keeps a possible alternative open.

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5. Explain a delay

The next step depends on something that hasn't happened yet.

Your fixture shelf idea is still open. We're waiting for [dependency] before we pick the position. [Owner] will look at it again on [date] and update you, even if we're still waiting.

Why it works: It gives a real reason and a new date. Only promise a date the named person has agreed to.

6. Close the loop when it's done

The change is in place and the team has checked it.

The new fixture labels are up at [location]. The team checked them by [actual check] and saw [observed result]. Thanks for raising it. If a label is still unclear in use, tell [contact or route] and we'll take another look.

Why it works: It reports what was checked and what the team saw, without an invented saving.

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