**Customer – Role Instructions**

## Duties

There are two key aspects to your role; requesting products and receiving products

## Requesting Products

## The ‘Order Sheet’ contains the number of different products that you are ordering on behalf of the various companies.

## Starting with company number 1, and working down the list on the ‘Order Sheet’, place a furniture order every 20 seconds. To place an order:

## Select the type of furniture the company are ordering, using the drop down box in column x ‘TBC’.

## Add the quantity of products the company are ordering into column x ‘Quantity Requested’.

## Make a note of the time that you place the order by adding the time to column x ‘Time Requested’.

## Place your first order at the start of the game and then one order every 20 seconds.

## Receiving Products

## As the customer, you expect to receive your orders within 90 seconds of placing your order. You also expect to receive the correct number of products ordered for each company.

## As you receive the orders, column x ‘Orders Received’ will automatically populate with the number of products provided to you.

## Column x ‘Time Orders Received’ will automatically populate with the time these orders were fulfilled.

## As the orders arrive back, for each company:

## Check that the number in ‘Orders Received’ matches the number in the ‘Quantity Requested’

## Note the time in ‘Time Orders Received’ and calculate whether it’s within the 90 seconds limit.

## If either of the above requirements are incorrect, mark an ‘N’ in column x ‘Order Correct?’

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| --- |
| **NOTE**: *You can share instructions* ***only if requested*** *by the rest of your group as an improvement action before round 2. Please do not suggest this as an improvement to the team during this time.* |

**Customer Services**

**Role Instructions**

## Duties

It is your responsibility to generate:

* the customer reference
* the customer number.

You must work through the list of companies as quickly as possible, and in the order that they are listed. You are being monitored on this and will be penalised if you fail to conform.

**Generating the customer reference**

* The customer company names are in numerical order 1 – x in column x.
* Work down the list of companies in numerical order:
* For companies with odd numbers:
  + Count the characters in the company name from right to left.
  + Make a note of the 1st, 3rd, and 7th character in the company name.
  + These three characters combine together to create the customer reference.
* For companies even numbers:
  + Count the characters in the company name from right to left.
  + Repeat the steps above
* Add each company reference to column x ‘Reference’

**Generating the customer number**

* Count all of the characters in the company name.
* All this total to column x ‘Number’.

Keep an eye on the rework column, as they as orders that cannot be completed by the factory as something is went wrong. If the column shows 0 then there are no issues with that order.

**Process**

**Role Instructions**

## Duties

|  |
| --- |
| Receive Category code |
| 🡻 |
| Look at reference |
| 🡻 |
| * If more than 10, minus 1 * If less than 10 but more than 5, add 1 * If less than 5, the number remains the same |
| 🡻 |
| Combine this number with the category code |
| 🡻 |
| Add this as the Order reference |

**Supply**

**Role Instructions**

## Duties

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| --- |
| Receive orders from customer |
| 🡻 |
| Check stock levels |
| 🡻 |
| Complete orders in batches of 10/20 |
| 🡻 |
| Add the time the order is completed |

## Additional Duties

* Keep warehouse tidy
* Follow all safety rules
* Adhere to quality guidance DMS document reference 8345/version2.8/July 2013

|  |
| --- |
| Quality Guidance Version 2.8 July 2013   * Work must be carried out in batch sizes of 10. * If an order is of a larger quantity than 10 for one item, then you must wait until the next time that item is ordered to fulfil the order. * You must only fulfil orders that leave at least 10 items in stock. If the order would leave less than 10 items in stock then don’t fulfil the order so that we don’t run out of stock as then we won’t be able to fulfil orders. * It is your responsibility to notice when the stock runs out. |

**Quality**

**Role Instructions**

## Duties

It is your responsibility to check the work of other teams. They are always doing it wrong and are really lazy. You therefore need to tell them when they have got it wrong so they can learn that they’ve got it wrong, again.

|  |
| --- |
| As the Order codes come into column x, cross reference these with the correct order codes on your ‘Order code sheet’ |
| 🡻 |
| Type the correct order code from your ‘Order code sheet’ into column x |
| 🡻 |
| If these don’t match, type ‘Reject’ into column x |

## Additional Duties

* Keep your work area tidy so that you set an example to others
* Adhere to quality guidance DMS document reference 8346/version3.3/May 2016
* Adhere to Order Code Sheet xxx March 2020

|  |
| --- |
| Quality Guidance Version 3.3 May 2016   * Only the Quality Check Team can be trusted to check the quality of the customer information. * Rejected customer reference numbers should be corrected by the customer services department. * If a company is not on the list then they need to be registered by another team and must be rejected. |

**Finance – Role Instructions**

## Duties

It is your responsibility to oversee the company finances, specifically by monitoring and deciding when we make money or lose money through fines:

1. The income generated and fines accrued
2. Money lost from orders in process
3. Income generated from the number of orders fulfilled correctly within the time frame

## Income generation / company fines

* Check whether the ‘Order code’ in column C is present
* Check whether ‘Quantity requested’ and ‘Quantity supplied’ is completed
* The ‘Customer feedback’ column has to be marked as Yes for you to claim the payment

|  |
| --- |
| Check the ‘Order Reference Number is present’ in column C. |
| 🡻 |
| Check that ‘Quantity requested’ and ‘Quantity supplied’ have numbers in them. |
| 🡻 |
| Use the table below to calculate the payment or fine and place this in the ‘Payment’ column G. |

|  |  |
| --- | --- |
| Criteria | Payment |
| Reference number present?  Quantity Requested and Supplied match?  Customer Feedback = Yes | £10 |
| Customer marked as not received | -£10 |
| 1 or more columns not filled in? | -£5 |
| ‘Quantity Requested’ and ‘Quantity Supplied’ don’t match | £5 |

**Table Layout - TBC**

Materials Store

Customer

Admin B

Operator B

Admin A

Operator A

**Table Labels**

|  |  |
| --- | --- |
| **Customer** |  |
|  |  |
| **Customer Service** |  |
|  |  |
| **Process** |  |
|  |  |
| **Supply** |  |
|  |  |
| **Quality** |  |

|  |  |
| --- | --- |
| **Finance** |  |

**Facilitator - Role Instructions**

## Duties

* Set up tables using table layout and table labels
* Ensure each person has read and understood their role instructions
* Ensure no cheating. Sharing role instructions, or not following their role instructions exactly all count as cheating.
* Collect each of the record sheets after each round and write scores onto flipchart
* Reset the game after each round – delete the contents of the cells (or re-open a blank document?) and edit the spreadsheet with the agreed changes
* Between rounds, liaise with the other facilitators about the requested changes, so that the spreadsheets can be updated as soon as possible
* Facilitate the QI Tools that the team work on between rounds.

## Note

* Asking the customer for details on their specifications counts as 1 change. The project team will have to agree to count this as 1 of their changes before the customer can share this information. (Ask your team to keep this information down when revealing… you don’t want the other teams overhearing!)
* Each change to a columns/cell linking counts as 1 change
* Each change must be ‘signed off by the CEO’. This is to allow time for you to make the changes, and for the facilitators to decide as a group whether it’s possible within the spreadsheet.
* If anyone shows frustration and asks why they have to do something because “it doesn’t make sense”, feel free to reply with the phrase “well… we’ve always done it this way” ☺