



BY THE END OF THIS TRAINING, *YOU WILL UNDERSTAND HOW THE FOLLOWING IMPACT YOUR SUCCESS:*

1. THE CUSTOMERS ROLE

2. HOW WASTE IMPACTS YOU

3. THE IMPORTANCE OF TEAMWORK



SCENARIO:

- *Your company is bidding for a multi-billion-dollar U.S. Air Force contract that will either bring you years of business or force you to close your factories.*
- *To win the contract, you must prove to the USAF that you can deliver exactly what they need exactly when they need it.*
- *Your company has 3 chances to demonstrate your capability to deliver perfection on-time.*



OBJECTIVE:

DELIVER 18 CUSTOM FIGHTER JETS

CONTRACT VALUE: \$30 BILLION US



ROLES:

- **1 CUSTOMER**

- **THE R&D/ASSEMBLY TEAM**





ROLES:

• TEAM:

- DELIVER 18 PERFECT PLANES TO THE CUSTOMER
- YELL “CHECK” WHEN EACH PERFECT PLANE IS ACCEPTED

CUSTOMER:

- 1. “ACCEPT” OR “REJECT” PLANES**
- 2. PLANES MUST BE ACCEPTED IN THE EXACT ORDER THEY APPEAR ON THE ORDER SHEET**
- 3. REPORT THE NUMBER OF PERFECT PLANES RECEIVED**



D.O.D. CONTRACT SPECIFICATIONS:

- 1. 18 PLANES**
- 2. DEFECT-FREE**
- 3. IN THE ORDER REQUESTED**
- 4. ON-TIME**





LARGE ANGLED WING



LARGE STRAIGHT WING



SMALL ANGLED WING



SMALL STRAIGHT WING

RED CIRCULAR LOGO



BLUE/BLACK SQUARE LOGO



SEATS



1 SEAT



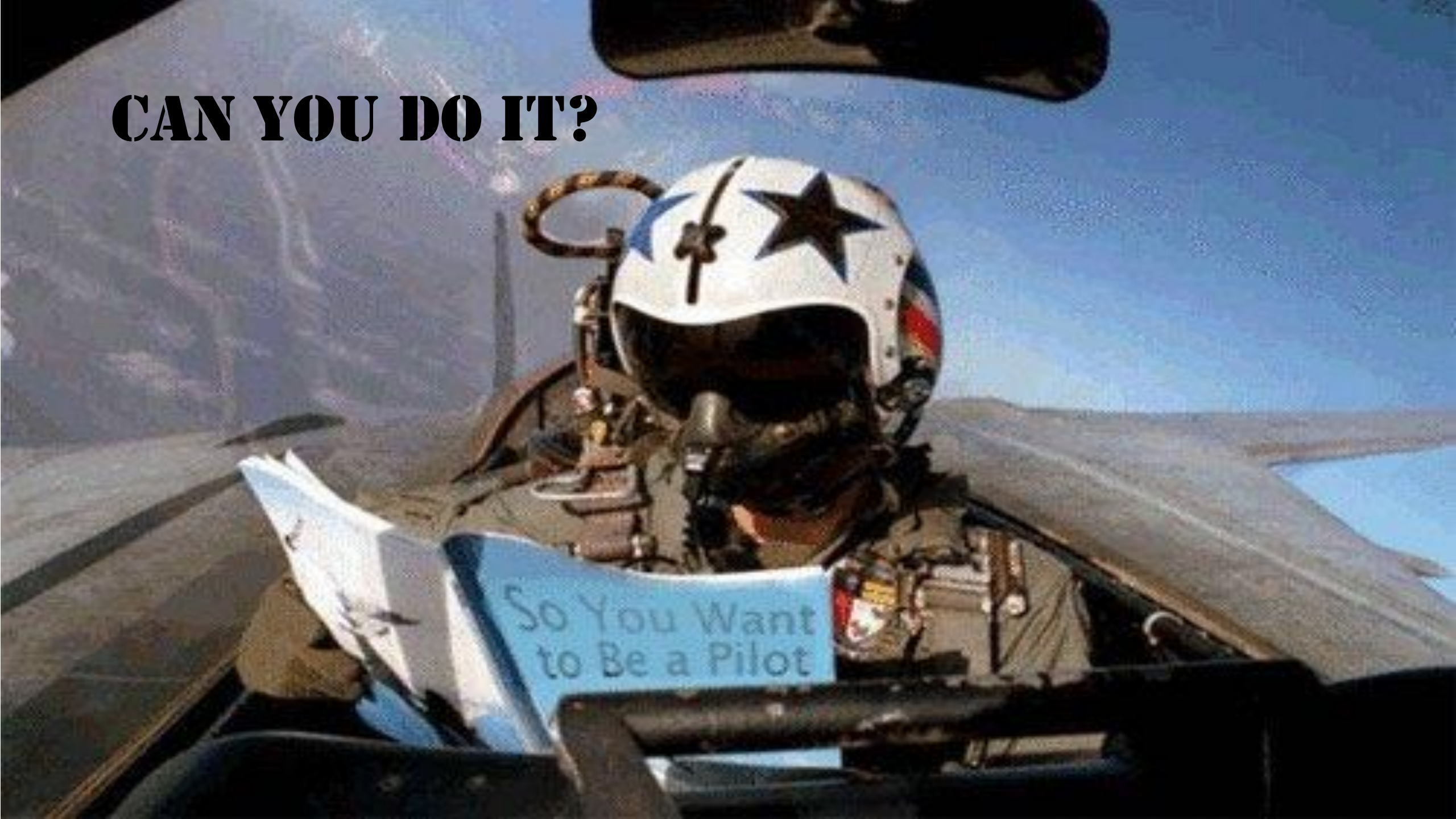
2 SEATS

ROUND 1: GOAL: 18 PERFECT PLANES DELIVERED TO THE CUSTOMER

PLAN:

- **8 MINUTES R&D**
 - **MANIPULATED PAPER WILL BE COLLECTED AS SCRAP**
- **5 MINUTES PRODUCTION**
 - **OBSERVERS COLLECT SCRAP**
- **DELIVER: 18 PLANES**
- **0 WASTE**

CAN YOU DO IT?



ROUND 1 DEBRIEF

A person in tactical gear, including a helmet and vest, is working on a machine on a ship's deck. The scene is dimly lit, with a warm, yellowish glow from a light source. The person is focused on their task, and the background shows the structure of the ship.

REPORT OUT

- **CUSTOMER:**
 - **QUALITY METRICS**
 - **WASTE METRICS**
- **OBSERVER REPORT:**
 - **WHAT WORKED?**
 - **WHAT DIDN'T WORK?**

ROUND 2: GOAL: 18 PERFECT PLANES DELIVERED TO THE CUSTOMER

PLAN:

- **6 MINUTES R&D**
 - **MANIPULATED PAPER WILL BE COLLECTED AS SCRAP**
- **5 MINUTES PRODUCTION**
 - **OBSERVERS COLLECT SCRAP**
- **DELIVER: 18 PLANES**
- **0 WASTE**

ROUND 2 DEBRIEF

A person wearing a helmet and tactical vest is working on a piece of equipment, possibly a machine gun or a similar device, in a dimly lit environment. The person is focused on their task, and the background is dark and out of focus.

REPORT OUT

- **CUSTOMER:**
 - **QUALITY METRICS**
 - **WASTE METRICS**
- **OBSERVER REPORT:**
 - **WHAT WORKED?**
 - **WHAT DIDN'T WORK?**

ROUND 3: GOAL: 18 PERFECT PLANES DELIVERED TO THE CUSTOMER

PLAN:

- **5 MINUTES R&D**
 - **MANIPULATED PAPER WILL BE COLLECTED AS SCRAP**
- **5 MINUTES PRODUCTION**
 - **OBSERVERS COLLECT SCRAP**
- **DELIVER: 18 PLANES**
- **0 WASTE**

ROUND 3 DEBRIEF

REPORT OUT

- CUSTOMER:
- QUALITY METRICS
- TEAM:
 - WHAT WORKED?
 - WHAT DIDN'T WORK?



OBSERVER REFLECTION

- **TEAM DYNAMICS**
 - **WHAT CHANGED?**
 - **WHAT WAS THE ROLE OF CUSTOMER?**



8-Wastes

- Which of the 8-Wastes did you encounter?
- Why?



HOW DOES THIS TRANSLATE TO OUR WORK?

1. THE CUSTOMERS ROLE

2. HOW WASTE IMPACTS YOU

3. THE IMPORTANCE OF TEAMWORK

