

Customer Instructions

1. Accept: only planes delivered to the exact specifications on the order sheet.
	1. Reject imperfect planes
2. Accept: only planes delivered in the exact order listed on the order sheet.
	1. Reject planes out of order
3. Report out:
	1. Perfect planes accepted



observer Instructions

1. R&D: watch team dynamics
	1. Record observations
2. Collect all scrap from R&D Round
	1. Count scrap from R&D Round
3. Collect all scrap from Production
	1. Count scrap from production
4. Report out:
	1. Total: All Scrap & defects from R&D and production