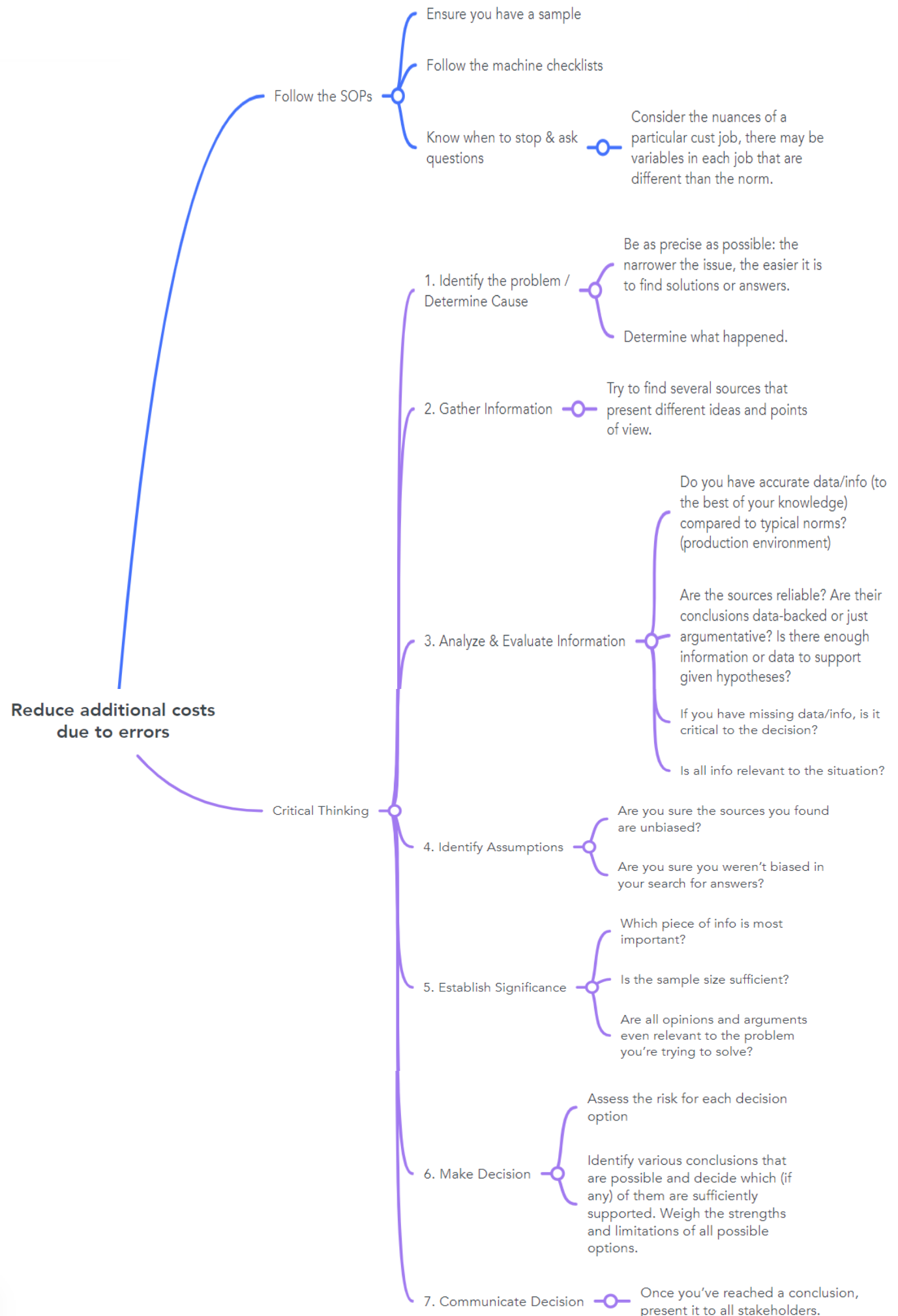


# Action Map

## Critical Thinking



**Project Name: Critical Thinking** in a Production Environment

**Title:** Slide 1.4 – Scenario 1

**Prompt:** <Enter text> Start the story: who are we, and what is our goal? Who do you turn to for help?

You are a worker on the production floor of a print shop. You are responsible for running the jobs on the high-speed presses. The workflow has been smooth for the most part, but the error rate has recently increased. Are you doing your part to ensure job accuracy?

**Question:** You are ready to start your shift. You have your first job to run. What is your first step?

**Choice A:** Review the job jacket.

**Consequence:** Yes! That is correct. The job jacket includes the details about this specific job. It is your guide for processing the job correctly.

**Choice B:** Review the SOP for this job type.

**Consequence:** Oh, almost. Locate the SOP for this job type and follow the instructions and checklists to ensure you are following the most recent process requirements. There is one step that is required before reviewing and following the SOP. Try again.

**Choice C:** Start your machine and start on the job.

**Consequence:** Incorrect. While we want to process jobs as quickly as possible, we need to complete other steps prior to this one. Is there information you need to review before you start processing the job? Try again.

**Help:**

**Prompt:**

**Background:** The image of a print shop.

**Overlay:** Put the question text and answer text in rectangles with rounded corners, white fill, and dark grey 3 pt. border. Use states to change the color of answer choices when the user hovers. Use triggers to show the appropriate answer feedback. The user must answer the question correctly before moving on.

Add the “Sophie help icon” in the upper right corner & connect to the hint layer or slide.

**Question:** Instead of a question slide, use a regular slide with three choices and provide a response slide for each choice.

Storyboard – Text-based (scenario-based & story-driven)

## Project Name: Critical Thinking in a Production Environment

### Title: Slide 2.0 – Scenario 2

**Prompt:** <Enter text> Start the story: who are we, and what is our goal? Who do you turn to for help?

You are about to insert a time sensitive job; you have about 6 hours to have this work done and production time is scheduled to take about 2 hours to complete the work. You have a machine that is better suited to run the work, but that machine is down for Preventative Maintenance, you have 2 other production machines that can handle the work, but you know you are likely going to encounter challenges.

#### Question:

**Choice A:** You wait until the PM is finished on the other machine and hope you have enough time to run the job.

**Consequence:** Although a more comfortable choice, this is wrong. If you miscalculate the timing, the job will be late, and should the service technician take longer than expected, you risk the job being late.

**Choice B:** Wait until another operator that has better luck on one of the other 2 machines arrives, you should have time as those staff members are due to arrive in 2-3 hours, and this will still allow for time to meet the deadline. After all, those operators are way better than I am on those machines.

**Consequence:** You are thinking of more effective operators, but again, this is the wrong choice. Should any variable in your judgment miss, the operators are late, or they are assigned to carry out other tasks that you are not aware of, this will cause the deadline to be missed.

**Choice C:** You review the jobs and check to make sure the job profile is on the machine you chose. You know that your skills are not a perfect match for this machine, but you proceed, knowing that you have time to work through any struggles you may have.

**Consequence:** You are correct and have now met the deadline for delivery of the work. You may have struggled to accomplish what you needed. However, you were able to learn and overcome those challenges and still meet the customer's and organization's expectations.

#### Prompt:

**Background:** Lavender solid background. Round image of the print shop on left with answer choices on the right.

**Overlay:** Put the question text and answer text in rectangles with rounded corners, white fill, and dark grey 3 pt. border. Use states to change the color of answer choices when the user hovers. Use triggers to show the appropriate answer feedback. The user must answer the question correctly before moving on.

Add the "Sophie help icon" in the upper right corner & connect to the hint layer or slide.

**Question:** Instead of a question slide, use a regular slide with three choices and provide a response slide for each choice.

## Project Name: Critical Thinking in a Production Environment

### Title: Slide 3.0 – Scenario 3

**Prompt:** (Start the story: who are we, and what is our goal? Whom do you turn to for help?)

You have just been handed a rush job, the job ticket has been included, but because the job is a rush, you have been provided verbal instructions that are not detailed on the job ticket. You took good notes during the conversation, and the person that handed you the job is not gone for the day. You are about to start the job, and you have reviewed the ticket, your notes from the verbal instructions, and the sample, but there is a mismatch in all your information. You have run this sort of job before, and you are very certain you know what you are doing but do have questions.

#### Question:

**Choice A:** I've got this. Based on what I know about this job type and customer, I am relatively certain how to proceed. After all, this is a rush job, and I don't really have time to ask questions.

**Consequence:** In some cases, this may be a good choice, but given the cost of the job and the time you will spend working on this, it is better to be safe than sorry and seek clarification from leadership. You should first try to contact the account manager or the person that brought you the job if someone else. If you cannot get clarification, better to hold the job than process it incorrectly.

**Choice B:** This has happened many times before. I will use the sample provided and run based on that version to ensure we deliver on time.

**Consequence:** Best intentions here, but the sample was just a mock-up to show how it was to be finished in bindery, the job was supposed to be in color, but the sample was just black ink. We delved into the customer for their meeting, but there are pages that reference color charts that are not in black and white. The customer is not satisfied with the product, and not only do we have to credit for the job, but the meeting was not good and damaged IDS's reputation for quality.

**Choice C:** I've got this, I wish this did not happen, but it often does in our line of business. I've been in the industry a long time, and I know that the best course is to miss a deadline and be right, then take a chance.

**Consequence:** We strive to be on-time and error-free, but sometimes you need to make a choice between the two. In this case, due to the cost of the job and the time it will take to produce this, you hold the job and make calls and seek advice from leadership. No one answers your calls, and you detail your decision to hold the job in writing via email to all involved in the job, including your managers. We may be late, but the job will be correct.

#### Prompt:

**Background:** Lavender solid background. Round image of the print shop on left with answer choices on the right.

**Overlay:** Put the question text and answer text in rectangles with rounded corners, white fill, and dark grey 3 pt. border. Use states to change the color of answer choices when the user hovers. Use triggers to show the appropriate answer feedback. The user must answer the question correctly before moving on.

Add the "Sophie help icon" in the upper right corner & connect to the hint layer or slide.

**Question:** Instead of a question slide, use a regular slide with three choices and provide a response slide for each choice.