



Paperwork Simulation Guide

Objective: to provide an interactive opportunity to identify wastes in a common process, and an opportunity to make improvement in the process based on the training provided.

Getting Started: works best for groups that can be divided evenly into fours or fives, but can be adjusted for any size group.

Example: The kaizen team is nine people. Ask for **two** volunteers each for: frontline worker, lead worker, supervisor, and manager. Give them a name tag to write their role on. Use different color makers to distinguish between the two teams (i.e red and black). The last person is the timekeeper.

The only instruction is that the frontline worker must finish **all five worksheets** in the pack before they pass them to the next person in the process, and that the goal is accuracy and speed (quality and cycle time).

The timekeeper will keep track of how long each step in the process takes, and the total amount of time until all five worksheets are considered complete for each team. These times will be recorded on a flip chart.

After the training is complete, the simulation is run again. But this time, each team has the opportunity to structure the process any way they want based on what they have learned, but the goals continue to be accuracy and speed.

Rerun the simulation, and have the timekeeper track how long each step of the process takes, and the amount of time until the first worksheet is completed, as well as the amount of time until the last worksheet is completed.

Paperwork simulation

Front line worker

1. Add the following numbers together, place total on the line, sign and forward to your lead worker. $8 + 15 + 21 + 7 + 69 = \underline{\hspace{2cm}}$

Signature _____

Lead worker

2. Add the total from the line above to the following numbers, sign and forward to your supervisor. $11 + 17 = \underline{\hspace{2cm}}$

Signature _____

Supervisor

3. Review the total from the lines above. If accurate, sign and forward to your manager.

Signature _____

Manager

4. Review the work of your associates to insure that it is accurate. Your signature attests to the accuracy of the work.

Signature _____

Paperwork simulation

Front line worker

1. Add the following numbers together, place total on the line, sign and forward to your lead worker. $9 + 35 + 16 + 67 + 14 =$ _____

Signature _____

Lead worker

2. Add the total from the line above to the following numbers, sign and forward to your supervisor. $41 + 19 =$ _____

Signature _____

Supervisor

3. Review the total from the lines above. If accurate, sign and forward to your manager.

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Paperwork simulation

Front line worker

1. Add the following numbers together, place total on the line, sign and forward to your lead worker. $11 + 56 + 11 + 91 + 13 =$ _____

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Lead worker

2. Add the total from the line above to the following numbers, sign and forward to your supervisor. $15 + 14 =$ _____

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Paperwork simulation

Front line worker

1. Add the following numbers together, place total on the line, sign and forward to your lead worker. $16 + 44 + 51 + 82 + 31 = \underline{\hspace{2cm}}$

Signature _____

Lead worker

2. Add the total from the line above to the following numbers, sign and forward to your supervisor. $18 + 39 = \underline{\hspace{2cm}}$

Signature _____

Supervisor

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Paperwork simulation

Front line worker

1. Add the following numbers together, place total on the line, sign and forward to your lead worker. $26 + 19 + 43 + 8 + 27 = \underline{\hspace{2cm}}$

Signature _____

Lead worker

2. Add the total from the line above to the following numbers, sign and forward to your supervisor. $14 + 67 = \underline{\hspace{2cm}}$

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