

Knowledge Work Game Knowledge Work Interruptions

Ville Isoherranen, Hanna Kropsu-Vehkaperä
University of Oulu

„Innovative Learning Approaches for Implementation of Lean Thinking to Enhance Office and Knowledge Work Productivity”

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Project Title

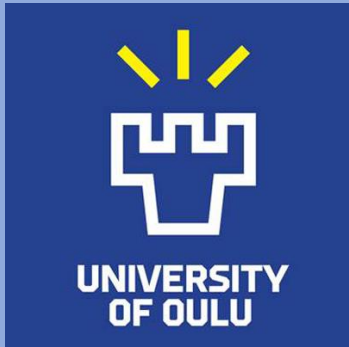
Innovative Learning Approaches for Implementation of Lean Thinking to Enhance Office and Knowledge Work Productivity

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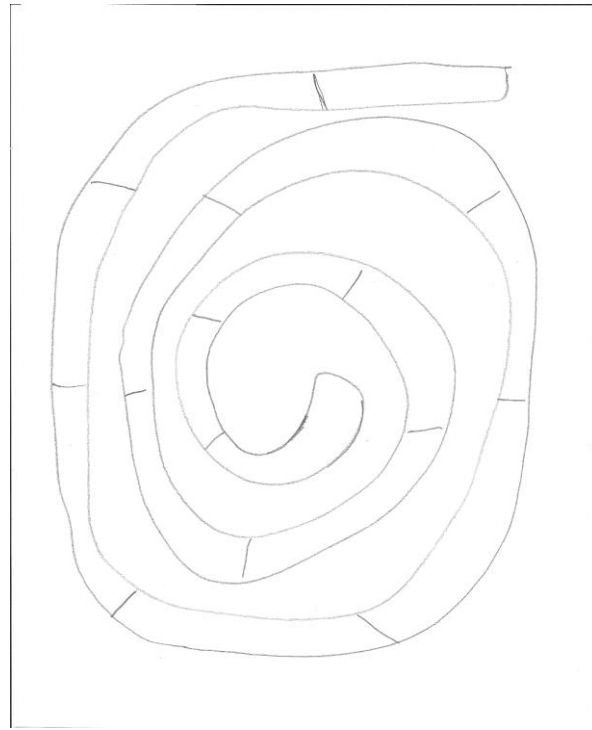
Purpose of the Game

- Introduce participants of the current productivity challenges in the Office and Knowledge Work
- Facilitate discussion on applying Lean in Office and Knowledge Work



Purpose of the Game

- This game is about carving blocks manually out from the template
- Participants need to follow work instructions
- Fastest player wins!



WORK INSTRUCTIONS:

Tear the paper with hands, start with the the 1st job, and 1st block, follow the drawing lines. Then move to 2nd job and carve out the 1st block. Then move back to 1st job, and carve out 2nd block and so on...

→ Put the blocks to 2 stacks

- **When a participant is done, they need to record their time and then count the number of paper pieces produced, there should be totally 30 (15 + 15)**

Time to start Game Round1 !



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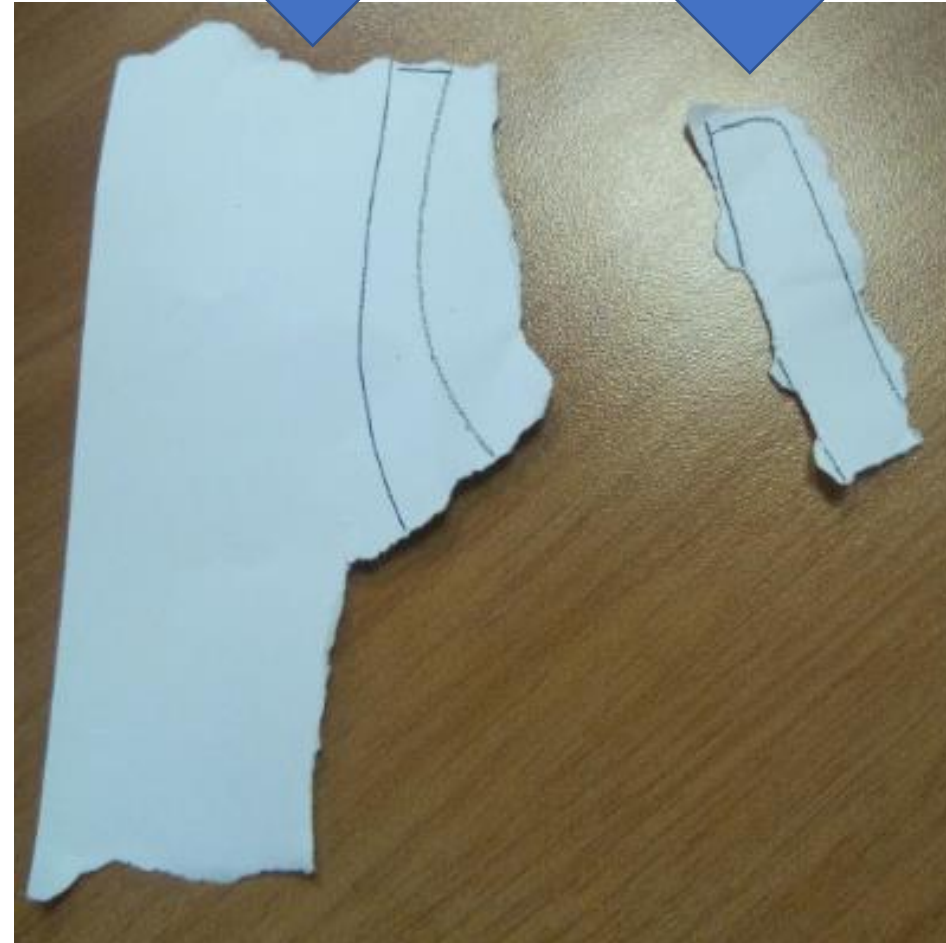
Example of Standard Work



NOT OK



OK





LET'S PLAY!



Results Table

Name	Round 1 Time	Quantity	Interruptions	Round 2 Time	Quantity	Interruptions
N.N.		Job 1: 13/15 Job 2: 14/15	1 email		Job 1: 15/15 Job 2: 15/15	-
		Job 1: 16/15 Job 2: 17/15	1 email 1 phonecall		Job 1: 15/15 Job 2: 15/15	-





Discussion after Game Round 1



Discussion

Is there is more productive way of doing the work?

- How to minimize knowledge work interruptions?
- How to minimize multitasking?
- What is value adding work?
- What is non-value adding?
- How to increase the value adding time?

**Do one job at the time*

**Phones to silent mode?*

**Email to Offline?*

**Hide the pop-up windows?*

What is possible?

Who decides what is possible?

What means Lean for Knowledge Worker?



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Knowledge Work Interruptions Erasmus+ at the Office which lead to multitasking

- Emails
- Skype messages
- Chat messages
- Phone Calls
- Colleague visit
- What else?

➔ Not all is waste but value enabling!



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Game Round 2



WORK INSTRUCTIONS:

Focus only to do 1st job carving, then move to 2nd job carving.

No multitasking.

→ Put the blocks to 2 stacks

When a participant is done, they need to record their time and then count the number of paper pieces produced.

Time to start Game Round 2!



Results Table




Name	Round 1 Time	Quantity	Interruptions	Round 2 Time	Quantity	Interruptions
N.N.		Job 1: 13/15 Job 2: 14/15	1 email		Job 1: 15/15 Job 2 15/15	-
		Job 1: 16/15 Job 2 17/15	1 email 1 phonecall		Job 1: 15/15 Job 2 15/15	-



LET'S PLAY!



Instructor Files



Interruptions

Print 10 Emails

Print 10 Phone Calls



YOU HAVE A NEW EMAIL!

Please make following calculations:

$$7 \times 3 =$$

$$5 \times 4 \times 5 =$$

$$(3+3) \times 5 + 6 / 3 =$$

Then continue with the original work.



YOU HAVE A NEW PHONECALL!

Please make following calculations:

$$5 \times 3 =$$

$$3 \times 3 \times 1 =$$

$$(3 \times 3) \times 5 + 6 / 3 + 3 + 5 + 1 + 4 =$$

Then continue with the original work.



Game Template for Carving

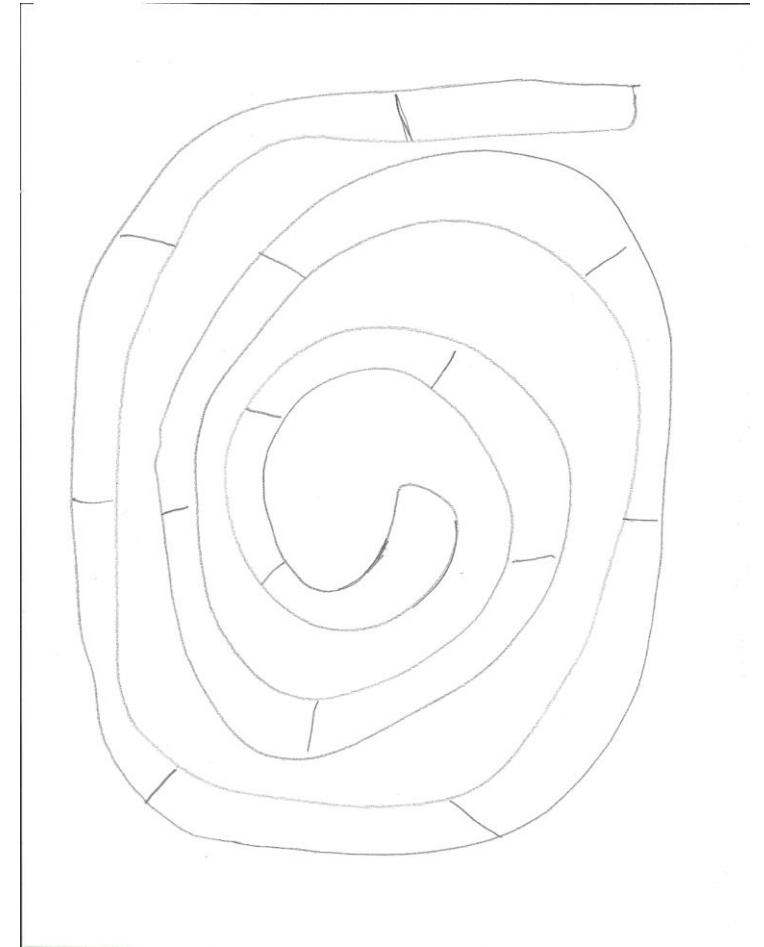
Print 2 sheets for each participants



Carving template
→ Print out 2 for
each participant



CarvingTemplate
PrintOut





Thank you!

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