Lean Game
Knowledge and Office Work Interruptions

Arkadiusz Rzucidlo

Rzeszow University of Technology

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

ILA-LEAN Project No 2016-1-PL01-KA203-026293
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Project Title

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

Project Number: 2016-1-PL01-KA203-026293
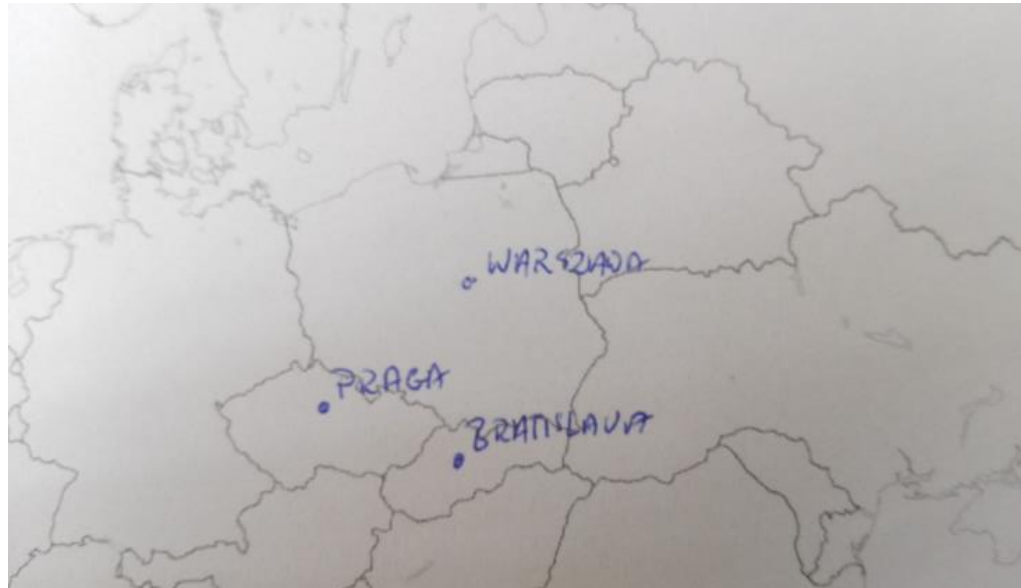
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Purpose of the Game

- Presenting reasons which lead to low quality and productivity in knowledge and office work

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Work nature

- Even in knowledge work some kind of office work is incorporated
- This game is about knowledge and office work performed in the same time
- Looking for European capitals represents knowledge work
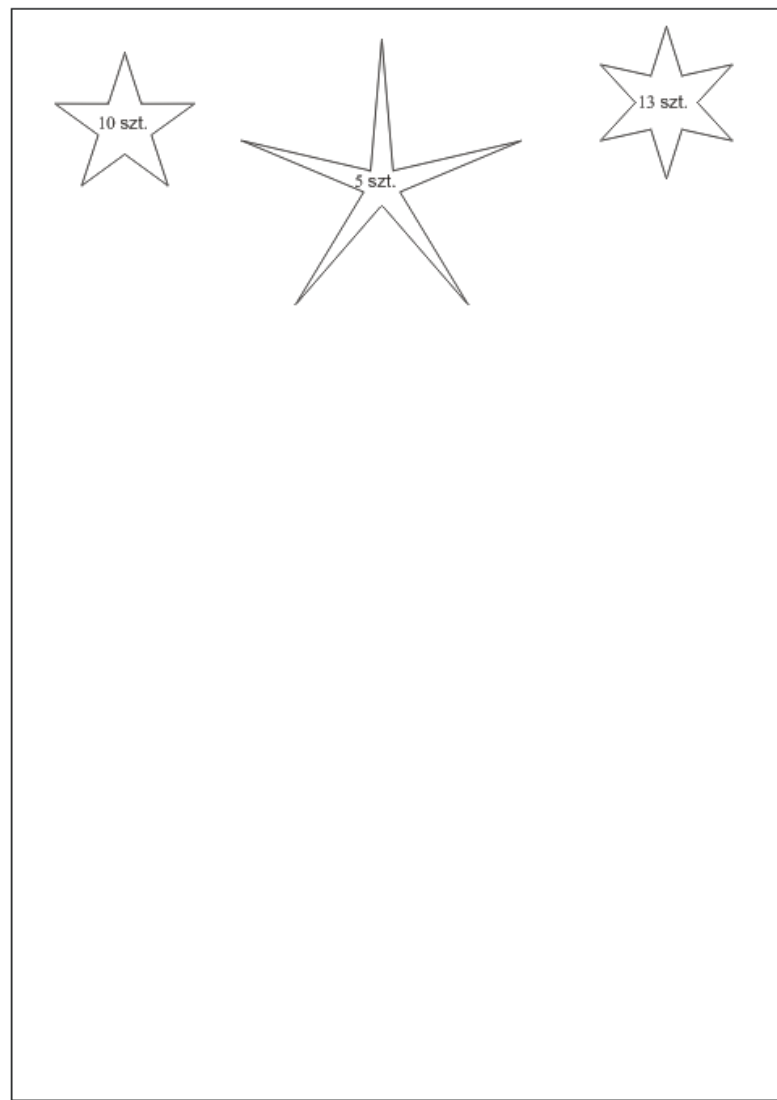- Cutting out figures from the template represents office work

KNOWLEDGE WORK

OFFICE WORK

Example of Standard Work

STARS

OFFICE WORK

Example of Standard Work

EUROPE MAP

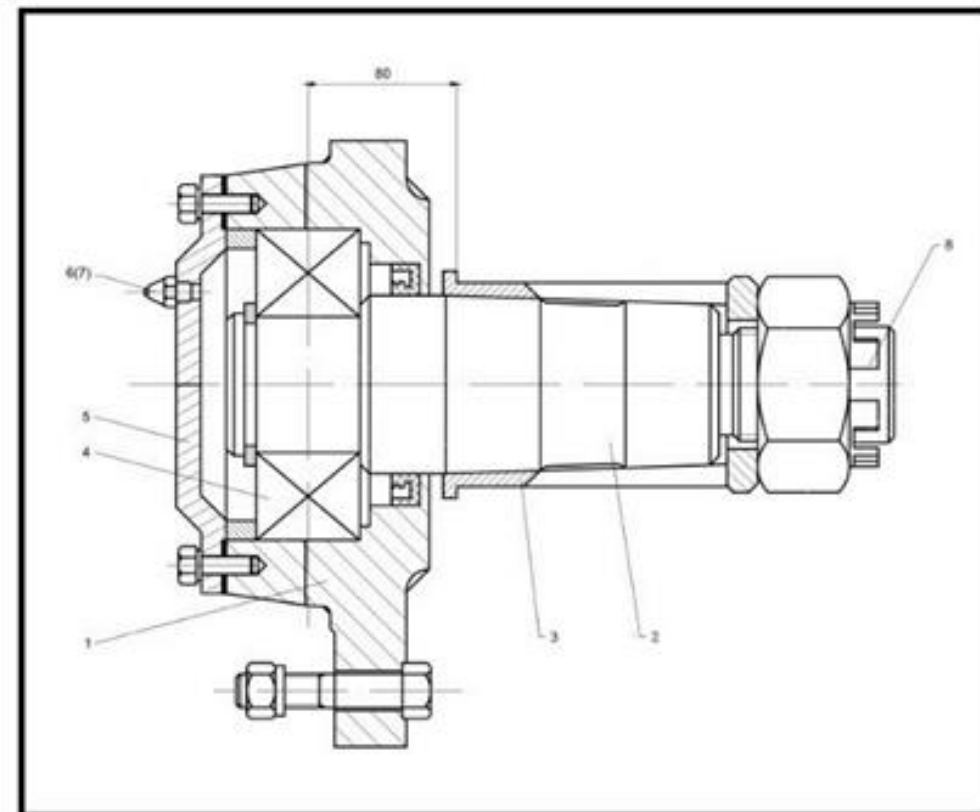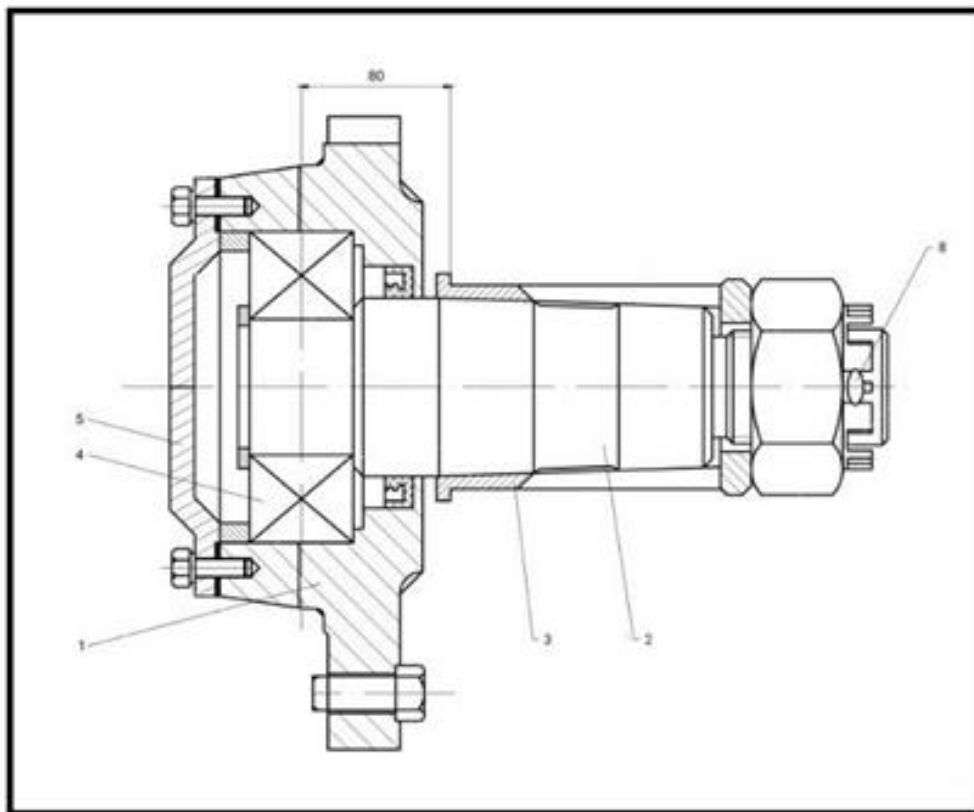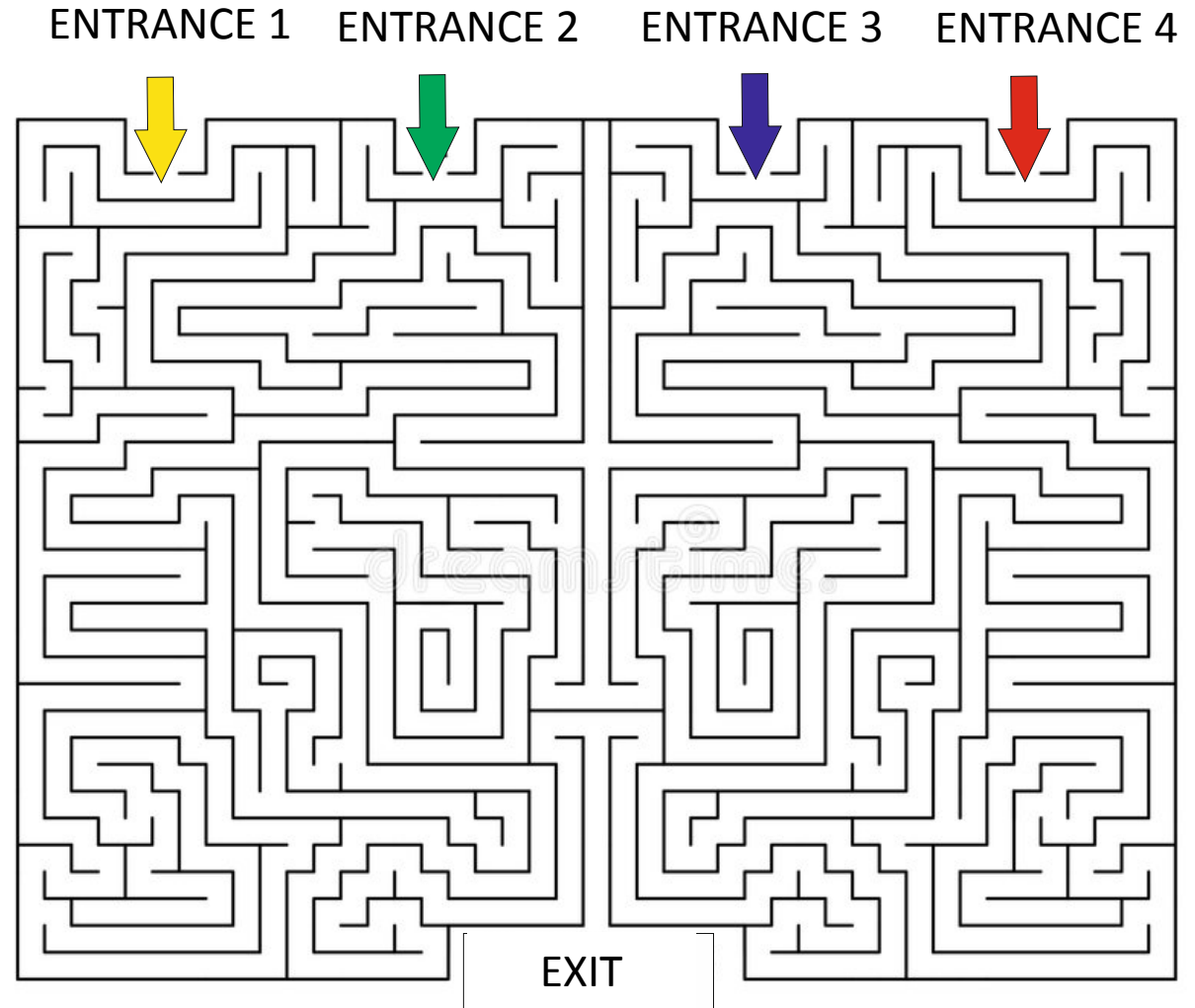**KNOWLEDGE WORK**

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1st e-mail: Find 5 diferences on the pictures

Example of Extra Jobs: emails

2nd e-mail: Find the entrance to labyrinth to rich the exit

ENTRANCE 1   ENTRANCE 2   ENTRANCE 3   ENTRANCE 4

EXIT

Example of Extra Jobs: phone calls

1st phone call:

Put „=" or „≠"

$$3\frac{1}{5} + \left(1\frac{1}{5} + 0{,}5\right) \ldots\ldots\ldots \left(1{,}2 + \frac{1}{2}\right) + 3{,}5$$

$$\frac{2}{7} + \frac{7}{9} * 4{,}1 \ldots\ldots\ldots \left(\frac{2}{7} + \frac{7}{9}\right) * 4{,}1$$

$$(3{,}7 + 4{,}2) * 1{,}5 \ldots\ldots\ldots (4{,}2 + 3{,}7) \div \frac{2}{3}$$

$$3{,}1 - \left(1{,}1 \div \frac{5}{8}\right) \ldots\ldots\ldots 3{,}1 - 1{,}9 \div \frac{5}{8}$$

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Example of Extra Jobs: phone calls

2nd phone call:

Sumarize the presented values

You can use calculator

$$3{,}234$$

$$2 \cdot \pi$$

$$4\,\frac{1}{5}$$

$$3{,}1415$$

$$2{,}013$$

$$14\,\frac{2}{5}$$

$$0{,}5 - \frac{1}{4}$$

$$COS\,(60)$$

1st Round

Standard work + Interuptions

Print 3 stars
Print Europe map

Print 2 Emails
Print 2 Phone Calls

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Work Instruction

- **Fastest player wins!**
- **Remember: work has to be done in a good quality!**

WORK INSTRUCTIONS:

- Cut the paper with scissors. Start with the 1st figure (first star) on the paper sheet, follow the drawing lines. Than move to 2nd job.

- 2nd job is a marking the capital of country as a member of European Union. Each time only one selection. After selection back to 1st job.

- Next cut another figure. Then move back to 2nd job, and mark another capital city.

- Put the cut figures on a stack. Count them.

- During the game each participant gests an extra jobs as an email or telephone call which have highest priority. Standard job 1st, or 2nd is breaking and participant have to do the extra job.

- There are 2 emails and 2 phone calls for each player in the game (in the First round)

- When a participant is done, he or she needs to record the time and then count the number of figure pieces produced and capital cities marked. They should be equaled.

LET'S PLAY!

You can use Internet resources

You can use calculator

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Discussion

- What kind of wastes you identified?

- What were the causes of low productivity?
- What were the causes of low quality?

- How increase the work productivity?
- How improve the work quality?

Knowledge Work Interruptions at the Office
which lead to multitasking

- Emails
- Phone Calls
- ………………….

2nd Round

Standard work

Print 3 stars
Print Europe map

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Work Instruction

- **Fastest player wins!**
- **Remember: work has to be done in a good quality!**

WORK INSTRUCTIONS:

- **Focus only to do 1st job cutting, then move to 2nd job marking a capitals.**
- **No interruptions.**

- **Put the star formats to 3 stocks**

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

LET'S PLAY!

You can use
Internet
resources

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Discussion

- Can you see the difference?

Thank you!