

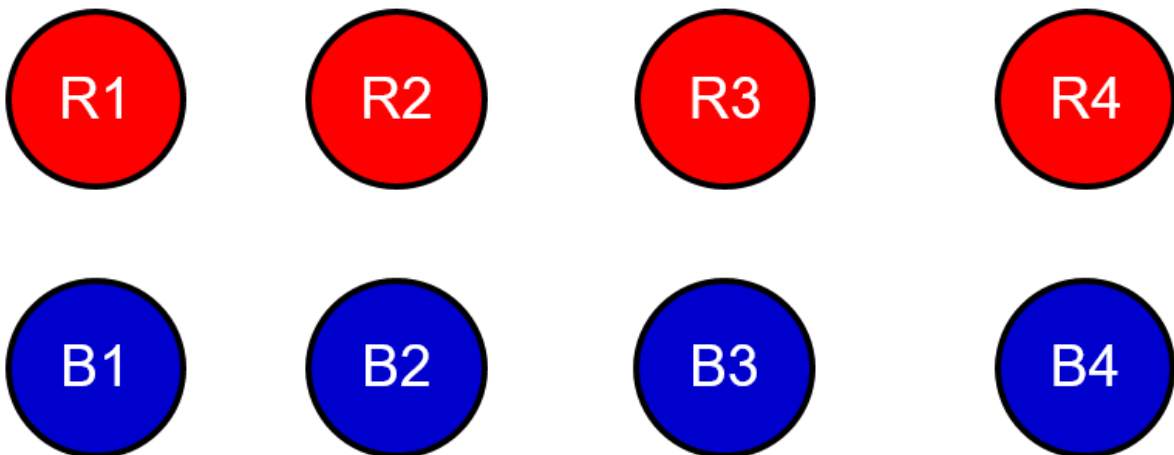
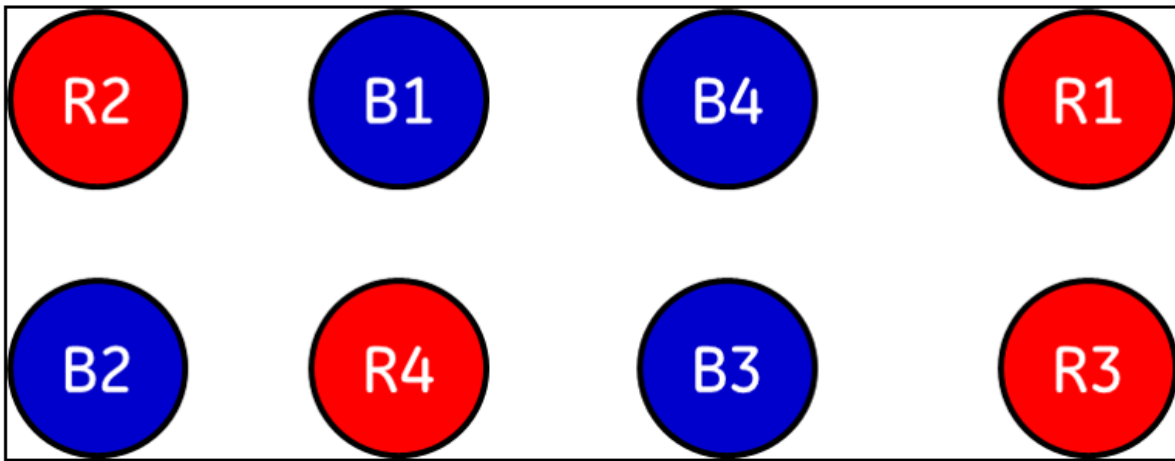
Exercise that follows is related to writing valid work instructions and leverages the HOP information we have just reviewed.

Remember:

Not all work instructions are equally well designed.

Not all forms or records are equally well designed.

Employees will react to a document in many ways, not all of them consistent with what you may have expected.



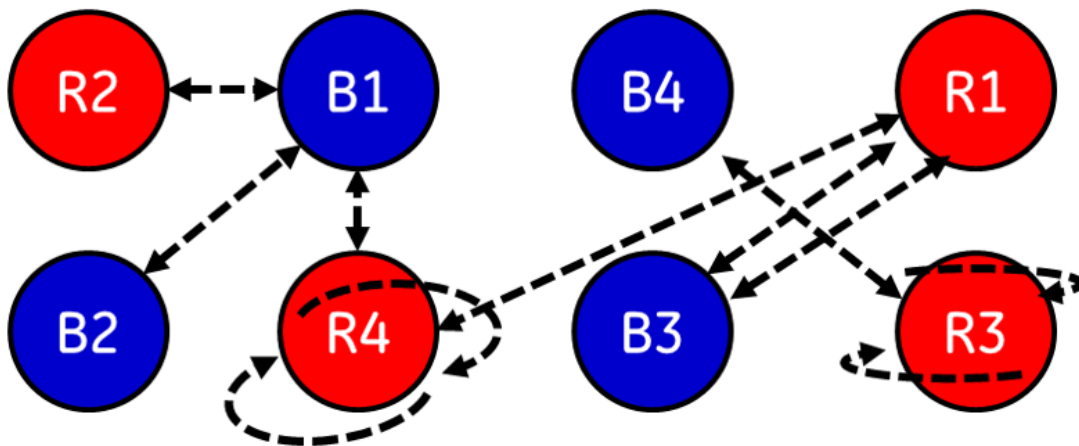
CUPS Process: Exchange the cups individually so all red cups align on top and all blue on the bottom in numeric order.

Time for this task is 15 Seconds. Typically, people take the starting point and the ending point. "Just let me do my job!" Here, the task seems very straight-forward...Until the production technician reads the work instruction...

#### Work Instructions

Instructions: Align rows as follows: Top row: R2, B1, B4, R1, Bottom row: B2, R4, B3, R3

1. Exchange B3 w R1
2. Rotate R4 180 degrees so the opening is up-right
3. Exchange R3 w B4
4. Exchange B1 w R2
5. Lay R3 on its side, so the opening is facing B3
6. Exchange R4 w B1; Once completed, rotate R4 180 degrees so the opening is down
7. Exchange B1 w B2
8. Place R3 upright so the opening is down
9. Exchange R1 w B3
10. Exchange R4 w R1



1. All cups need to be moved and set at least once to prove stability
2. A sample size of red cups (25%) need to travel at 10" diagonally
3. At least one cup must be set on its side for 3 secs to validate integrity
4. At least one cup must be turned upside down for 2 secs to validate functionality

5. At least one cup must be moved laterally
6. Each validation step shall be completed independently w/ the initials of the validator of each step clearly indicated on the test data sheet; the next step shall not start until validation of the current step has been completed
7. Each test validation cycle shall be completed independently so that, in the event of a failure, the problem can be isolated to avoid a systemic error