Assignment 10--Deciding About Agile at Mighty Jaxx
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Writing Prompt 1

I think the production stage or manufacturing stage can benefit the most from Scrum or Sprint methodologies. Scrum shall help the manufacturing team to complete the project deliverables quickly and efficiently. It will also ensure that no time or money is wasted. Considering the complexity involved in Mighty Jaxx product offerings, Scrum will be a better suited technique to follow on. The Mighty Jaxx figurines are not only complex but must be rugged and made with precision. Through this methodology the manufacturing team will be more involved and there is a constant feedback loop between customers and other stakeholders.

Kanban is not useful in the manufacturing stage since Kanban boards have no dates. Additionally, there's no way to know if an item is one day or three months away from exiting to the next column within a particular stage. The manufacturing has to operate in a timely manner if the company wants to fulfill customer orders on time and not repeat the same mistake they made during Christmas of 2017.

For proper implementation of Scrum, it is essential that the Scrum masters understand well how the framework works and are cooperative and committed towards project success. I suggest Mighty Jaxx train their employees in the manufacturing arm about Scrum methodologies well before implementing them. But after proper training I do also believe that the framework will work very well in improving processes for the manufacturing team and help them achieve targets on time. This shall enable Mighty Jaxx in regaining the confidence of the toy collectors.

Writing Prompt 2

I think the Mighty Jaxx producing 2D renderings function which is the design stage and the distribution stage can make use of Kanban agile management. This will be beneficial for design and distribution as it will provide the much needed flexibility here that Scrum does not provide. The queue of work to be done can be rearranged and reprioritized based on new data and strategic inputs without impacting the rest of the product development workflow. It will also help to expose chokepoints and bottlenecks. When a certain column gets too long, it helps understand where the team needs to allocate more resources. The best part is that there are no hard and fast rules in Kanban and it is only an incremental change not a drastic change as Scrum. Thus others designers and distributors will be more willing to implement this change. We can begin with a basic list of columns on the Kanban board such as Backlog , To – do, In progress and Done.

Scrum shall prove to be too inflexible and will impose constant pressure on the designers and distributors who might not be ready for such a drastic change. Not all employees at Mighty Jaxx are as committed and thus won't be happy to implement Scrum which more often than not involves taking on tasks outside their traditional duties.

Writing Prompt 3

The bias that I would warn Jackson Aw of is the **regency bias.** I know that Mighty Jaxx like many other firms must have managers carry out annually, semi- annually or quarterly reviews for employees on their team. These performance reviews are meant to be evaluated on organizational competencies as well as yearly goals. However, a manager is drawn by what has happened most recently as it is always harder to remember the events from further back. Specifically, they might forget to remember good performance when something bad has happened recently. This might be a problem for Mighty Jaxx as it leads to increased team tension and blame game around performance review time. Specifically during the time when customer orders failed to deliver on time in December of 2017. There might have been reason to blame others and if managers do not work on understanding about this bias then they might demoralize employees and that would adversely impact company performance.

Jackson Aw can ask managers to **keep a proper track record of employee's performance.** That means making notes of an employee's work, making notes of their skills, keeping a record of feedback given and received, how they work with other people, etc. Might Jaxx can make use of a **performance management software** to enable this. There are many platforms that come with employee feedback and private notes to senior management to help managers not get trapped by this bias. However, there is no way to completely be rid of the regency bias and Jackson can only try to reduce its effect.