



# PICK CART RUNNER

POSITION COACH PLAYBOOK





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# GETTING STARTED

## ABOUT THIS PLAYBOOK

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### What's the purpose of this playbook?

This Position Coach playbook provides a master reference document to help you prepare for and deliver the Pick Cart Runner's course.

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### What will I find in the playbook?

This Position Coach playbook is a comprehensive package that contains:

- The course delivery sequence
- Checklists of necessary materials and equipment
- Presentation scripts and key points to cover
- Instructions for managing exercises, case studies
- Other instructional activities

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### How is this playbook organized?

This section, "Getting Started," contains all of the preparation information, such as learning objectives, pre-work, required materials, and room set-up. Next the program itself is divided into lessons. Each lesson begins with a one-page summary showing the Purpose, Time, Process, and Materials for the lesson. Use these summary pages to get an overview of the lesson that follows.

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## ABOUT THIS PLAYBOOK, CONT.

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### How is the text laid out in this playbook?



Every action in the program is described in this playbook by a text block like this one, with a margin icon or a slide screenshot, a title line, and the actual text.

The icons are designed to help catch your eye and draw quick attention to “what to do and how to do it.” They represent administrative tasks or actions the Position Coach will take to guide the Team Members through the course and its related activities.

Refer to the **Icon Cues** job aid for a list of the icons and meanings.

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### POSITION COACH NOTE

You may also occasionally find Position Coach notes such as this one in the text of this playbook. These shaded boxes provide particularly important information in an attention-getting format.

## THE PROGRAM IN PERSPECTIVE

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### Why a Pick Cart Runner course?



This class equips the learner with the ability to Reconcile Exceptions, run and utilize Reports, and perform Cycle Counts in the Pick Cart area.

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### Course Objectives

In this course, you will learn:



- The role and responsibilities of a Pick Cart Runner
- How to Reconcile Exceptions in the Pick Cart area
- How to run and use Reports
- How to perform a Cycle Count



### Program Timing

The Pick Cart runner course requires four hours to complete.



### Number of Participants

Designed for a minimum of 20 participants.

## PROGRAM PREPARATION

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### Required Materials

- Access to WMos
- Projector
- Computer for Position Coach
- Access to Fast Track simulations (Demo mode)
- Name tags or labels (1 per Team Member)
- Markers (1 per Team Member)
- Pencils (1 per Team Member)
- Course Evaluations (1 per Team Member)
- 2 RF devices with scanners
- 2 printers for oLPN labels and unit labels
- oLPN short one unit (2 per Team Member)
- oLPN over one unit (2 per Team Member)
- oLPN that scans Multi-read (2 per Team Member)
- oLPN to perform Audit oLPN process (2 per Team Member)
- Set of 10 units in location to perform cycle count with no variance (2 sets per Team Member or reuse if able)
- Set of 9 units in a location to perform cycle count with no variance (2 sets per Team Member or reuse if able)
- Player Readiness Checks (1 per Team Member)
- Course Evaluations (1 per Member)
- Pencils (1 per Team Member)
- Clipboards (1 per Team Member)





## PROGRAM PREPARATION, CONT.

### Required Materials, Cont.



#### ■ Work Instructions:

- NALCM.WI.GEN.RFAdjustShortage
- NALCM.WI.GEN.RFAuditwithoutxref,withoutexceptions
- NALCM.WI.GEN.RFAuditwithxref,withoutexceptions
- NALCM.WI.GEN.RFAuditwithoutxref,overage
- NALCM.WI.GEN.RFAuditwithxref,overage
- NALCM.WI.GEN.RFAuditwithoutxref,shortage
- NALCM.WI.GEN.RFAuditwithxref,shortage
- NALCM.WI.GEN.RFAuditwithoutxref,unexpectedunit
- NALCM.WI.GEN.RFAuditwithxref,unexpectedunit
- NALCM.WI.HOS.NoScan-Reject
- NALCM.WI.GEN.RejectMultiRead
- NALCM.WI.GEN.RejectNoRead
- NALCM.WI.HOS.ReprinttoLPN
- NALCM.WI.GEN.RejectDuplicateCarton
- NALCM.WI.GEN.RejectNoDestinationiLPNLocked
- NALCM.WI.GEN.RejectNoDestinationiLPNCancelled
- NALCM.WI.GEN.RFCombineLPN
- NALCM.WI.GEN.RFSplitCarton
- NALCM.WI.GEN.ReviewTask
- NALCM.WI.GEN.RFILPNInquiryPicking
- NALCM.WI.GEN.RFCreateiLPN
- NALCM.WI.IVC.PickingIstCountNoVariance
- NALCM.WI.IVC.PickingVarianceCountNoVariance
- NALCM.WI.IVC.PickingIstCountWithVarianceQuantityMismatchInLocation
- NALCM.WI.IVC.PickingVarianceCountQuantityMismatchInLocation
- NALCM.WI.IVC.PickingVarianceCountWrongUnit(s)inLocation
- NALCM.WI.IVC.PickingIstCountWithVarianceWrongUnit(s)inLocation
- NALCM.WI.PKC.ManualDivertToSorterOrHospital.001

## *PROGRAM PREPARATION, CONT.*

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### **Room Set-Up**

Room must be set up with a projector, connected to a computer with access to Fast Track simulation links.

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The table on the following page serves as an overview showing the lesson's name, timing, and process description for the entire course.

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*PROGRAM PREPARATION, CONT.***COURSE OVERVIEW TABLE**

<i>Time</i>	<i>Lesson Name</i>	<i>Process Description</i>
10 minutes	Welcome	Introductions, Expectations, Agenda, Course Description, and Maxim Review
5 minutes	Role Overview	The Pick Cart Runner's Role and Responsibilities
30 minutes	Reconciling Exceptions	How to Reconcile Pick Cart Exceptions
30 minutes	Reports	How to run and use Reports
30 minutes	Cycle Counts	How to perform a Cycle Count
15 minutes	Wrap Up	Questions, Review
120 minutes	Practice and Apply	Include Practice, Knowledge Check, and Performance Check
Course Duration:	4 hours	

## WORK INSTRUCTIONS

### About

Work Instructions are documents which outline process steps.

When a Work Instruction should be referenced during the course, a note will be included in the course slides, either:



- At the bottom of the slide, in teal text, or
- In the lesson steps

This note will include the Work Instruction name, without a version number.

Work Instructions reviewed during a lesson will also be listed in the **Required Materials** list, at the beginning of each lesson within this Position Coach Playbook.



### POSITION COACH NOTE

Work Instructions can be updated frequently, so it is important to ensure that you have the **most recent version** of any Work Instructions reviewed during the course.

Depending on the instructions relating to each course, Work Instructions may be passed out, but they should be collected before leaving the classroom.

# COURSE

## WELCOME

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### Purpose

The purpose of this lesson is to welcome the Team Members, explain the teaching points, and encourage the group to get comfortable with each other for an engaging and lively learning environment.

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### Time

The Welcome exercise will take 10 minutes to complete.

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### Process

The Position Coach will start by introducing himself/herself, address and explain the teaching points, and ask the Team Members to introduce themselves. An Ice Breaker activity is included to promote learning the Team Member's names.

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### Required Materials

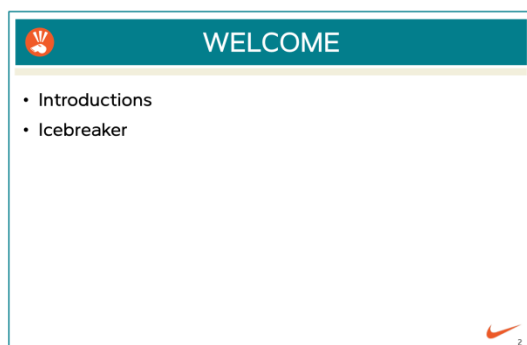
- 1 Projector hooked up to PC
  - 1 Screen
  - 1 Pick Cart Runner PowerPoint
  - 1 Attendance sheet
  - Name Tags (1 per Team Member)
  - Markers (1 per Team Member)
-

## WELCOME, CONT.



### Show Slide 1. Serena and Rory

- **Show:** this slide as Team Members enter the room.



### Show Slide 2. WELCOME


- Introduce yourself to the Team Members.
- Allow Team members to introduce themselves.
- Guide Team Members through the following Ice Breaker activity:
- **Distribute:** name tags and markers to each participant.
  - Ask:** Team Members to write their name and three adjectives to describe their favorite animal on the name tag.
- **Ask:** Team members to Introduce themselves and to describe how the three adjectives can be applied to them.




### POSITION COACH NOTE

- **Review:** the course expectation poster with the Team Members.
- **Say:** In addition to these expectations, ensure we follow A Matter of Respect-Nike's Anti-Harassment and Anti-Discrimination policy which is located on Zero.

## WELCOME, CONT.


 AGENDA

- Role overview
- Reconciling exceptions
- Reports
- Cycle counts
- Wrap Up

3


### Show Slide 3. AGENDA

- **Say:** During this course, we are going to cover:
  - Role and responsibilities
  - Reconciling exceptions
  - Reports
  - Cycle counts
- **Say:** We will wrap up the lesson with practice activities which will help ensure that you have mastered each task.

 COURSE DESCRIPTION

In this course, you will learn:

- The role and responsibilities of a Pick Cart Runner
- How to reconcile exceptions in the Pick Cart area
- How to run and use reports
- How to perform a cycle count

4

### Show Slide 4. COURSE DESCRIPTION

- **Say:** In this course, you will learn:
  - The role and responsibilities of a Pick Cart Runner
  - How to reconcile exceptions in the Pick Cart area
  - How to run and use reports
  - How to perform a cycle count

## WELCOME, CONT.



### Show Slide 5. MAXIMS

- **Click:** for the non-course related Maxims to fade out.
- **Say:** Three of these maxims are especially important to keep in mind while performing your job duties.
- **Say:**  
**Do the Right Thing.** Embrace the truth. Be transparent. Seek Diversity. Promote sustainability. These values are a part of who we are. They give each of us a chance to make a unique contribution to the quality of life for others and to our business. They require all of us to challenge our assumptions and to apply our innovative nature to corporate responsibility. Every person and every product can serve our commitment to these values as a global citizen. Our success depends on it.

**Simplify and Go.** An opinion is not a decision. Commentary is not commitment. Observation is not action. Life is too short and the competition too fast to spend time in pointless debate and gratuitous nuance. The more honest and clear we are with each other, the faster we move and the better we work.

- State your position clearly.
- Trust the expertise of others.
- Ask questions when you don't know.
- Answer questions when you do know.
- Demand cooperation.
- Make quality the first measure of success.
- Innovate and you win. (Pretend to innovate and you lose.)
- Don't fear or repeat mistakes.
- Believe in dreams.



## WELCOME, CONT.



■ **Say:**

Master the Fundamentals. There is no substitute for doing the hard work first. The commitment to excel and an unwavering focus on process are at the root of superior performance. We're a big company, incredibly complex yet able to deliver at a level and pace that others won't even attempt. We can because we are always training. We are always refining how we perform. None of it is easy. There will be bumps and twists along the way. Accept, master and move through them.

## ROLE OVERVIEW

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### Purpose

The purpose of this lesson is to learn the role and responsibilities of the Pick Cart Runner.

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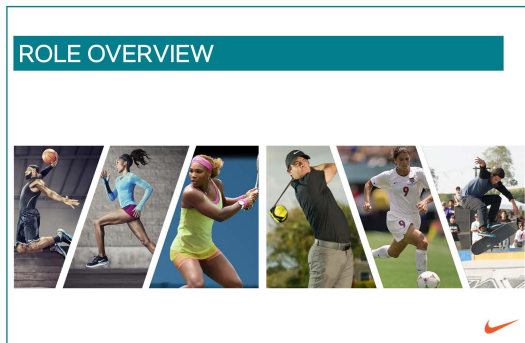


### Program Timing

Role Overview requires 5 minutes to complete.


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## ROLE OVERVIEW, CONT.



### Show Slide 6. ROLE OVERVIEW

- **Say:** Let's take a look at the role of a Pick Cart Runner.




### LESSON OBJECTIVE

**What will you learn in this lesson?**

- The role and responsibilities of a Pick Cart Runner


**Why is this important?**

- The Pick Cart Runner ensures that issues in the Pick Cart area are resolved so that orders can be fulfilled quickly and accurately





### Show Slide 7. LESSON OBJECTIVE

- **Say:** In this lesson, you will learn the importance of the Pick Cart Runner's role. The role of the Pick Cart Runner includes ensuring that issues in the Pick Cart area are resolved so that orders can be fulfilled quickly and accurately.



### RESPONSIBILITIES

- Reconcile exceptions
  - Unit shortages
  - Unit overages
  - Label/scan issues
  - Split/combine carton
  - Duplicate carton
  - Damaged outer carton/inner unit
  - No destination

### Show Slide 8. RESPONSIBILITIES

- **Say:** Your main responsibility is to reconcile the Pick Cart area exceptions which include:
  - Unit shortages
  - Unit overages
  - Label/scan issues
  - Damaged outer cartons/inner units
  - Problem Area issues

## ROLE OVERVIEW, CONT.

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 RESPONSIBILITIES

- Perform cycle counts to verify inventory when shortages are triggered
- Run and use reports to resolve issues and efficiently manage workload



### Show Slide 9. RESPONSIBILITIES, CONT.

- **Say:** You will also:
    - Perform cycle counts to verify inventory when shortages are triggered in the WMoS
    - Run and use reports to resolve issues and efficiently manage workloads.
-

## RECONCILING EXCEPTIONS



### Purpose

The purpose of this lesson is to learn how Pick Cart Runners reconcile exceptions in the Pick Cart area.



### Program Timing

The Reconciling Exceptions lesson requires 30 minutes to complete.



### Required Materials

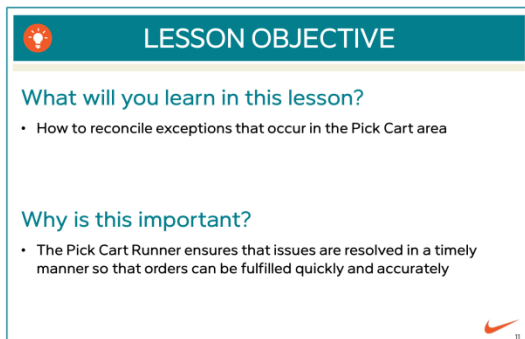
- Computer (1 per Team member)
- Access to Fast Track simulations (Demo)
- WIs
  - NALCM.WI.GEN.RFAdjustShortage
  - NALCM.WI.GEN.RFAuditwithoutxref,withoutexceptions
  - NALCM.WI.GEN.RFAuditwithxref,withoutexceptions
  - NALCM.WI.GEN.RFAuditwithoutxref,overage
  - NALCM.WI.GEN.RFAuditwithxref,overage
  - NALCM.WI.GEN.RFAuditwithoutxref,shortage
  - NALCM.WI.GEN.RFAuditwithxref,shortage
  - NALCM.WI.GEN.RFAuditwithoutxref,unexpectedunit
  - NALCM.WI.GEN.RFAuditwithxref,unexpectedunit
  - NALCM.WI.HOS.NoScan-Reject
  - NALCM.WI.GEN.RejectMultiRead
  - NALCM.WI.GEN.RejectNoRead
  - NALCM.WI.HOS.ReprinttoLPN
  - NALCM.WI.GEN.RejectDuplicateCarton
  - NALCM.WI.GEN.RejectNoDestinationiLPNLocked
  - NALCM.WI.GEN.RejectNoDestinationiLPNCancelled
  - NALCM.WI.GEN.RFCombineLPN
  - NALCM.WI.GEN.RFSplitCarton
  - NALCM.WI.GEN.ReviewTask
  - NALCM.WI.GEN.RFILPNInquiryPicking
  - NALCM.WI.GEN.RFCreateiLPN
  - NALCM.WI.PKC.ManualDivertToSorterOrHospital

## RECONCILING EXCEPTIONS, CONT.



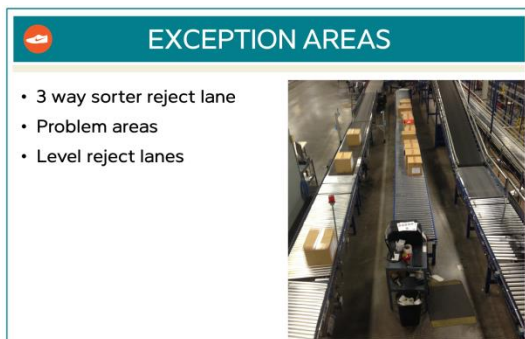
### Show Slide 10. RECONCILING EXCEPTIONS

- **Say:** Let's take a look at Pick Cart Exceptions.
- 



### Show Slide 11. LESSON OBJECTIVE


- **Say:** In this lesson, you will learn how to reconcile exceptions in a timely manner so that orders can be fulfilled quickly and accurately.




### Show Slide 12. EXCEPTION AREAS

- **Say:** Pick Cart exceptions are found in the following areas:
  - 3 way sorter reject lane
  - Problem areas located on each of the 3 levels where Team Members will bring problem oLPNs
  - Level reject lanes are also located on each of the 3 levels

## RECONCILING EXCEPTIONS, CONT.


 DETERMINE ISSUE

- iLPN Inquiry
- Audit
- Review Task

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### Show Slide 13. DETERMINE ISSUES

- **Say:** Let's start by looking at three functions you can use to help determine and ultimately resolve reject reasons:
  - iLPN Inquiry
  - Audit
  - Review Task

 RF ILPN INQUIRY

- To view iLPN information:
  1. Go to Inventory Control
  2. Go to iLPN Inquiry
  3. Scan iLPN and view information
  4. Press Ctrl + D view more details

Reference: NALCM.WI.GEN.RFILPNInquiryPicking

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### Show Slide 14. RF ILPN INQUIRY

- **Distribute:** the NALCM.WI.GEN.RFInquiryPicking Work Instruction.
- **Say:** A good place to begin your investigation of the reject reason is by performing an iLPN Inquiry.
- **Review:** the NALCM.WI.GEN.RFILPNInquiryPicking Work Instruction.

## OBSERVE



### Position Coach Demonstration

The Position Coach will play the iLPN Inquiry Fast Track Demo simulation on the projector.



### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the iLPN Inquiry Fast Track Demo simulation



### Demonstration

- **Click:** the slide icon to navigate to the iLPN Inquiry Fast Track Demo simulation.

The screenshot shows a software interface titled "iLPN INQUIRY/STATUS". On the left, there is a numbered list of steps: 1. Log into the RF Menu, 2. Select Inventory Control, 3. Select iLPN Inquiry, 4. Scan iLPN, and 5. Review iLPN status. On the right, there is a data field labeled "iLPN Inquiry:" containing the following text: "LPN : 000000000000000000405", "Item: 304292-025-8", "Qty: 2 Unit", and "Sts: INVTRY Lk: FS". Below this data field is a button labeled "Page Up" with a red arrow pointing to it. A small Nike logo and the number "15" are visible in the bottom right corner of the screen.

### Show Slide 15. RF ILPN INQUIRY/STATUS

- **Review:** the iLPN Inquiry



## RECONCILING EXCEPTIONS, CONT.

**RF AUDIT, NO EXCEPTIONS**

- Basic audit process without exceptions
  - With a cross-reference label
  - Without a cross-reference label
- Can be used as a starting point to identify and resolve the reject issue

Reference: NALCM.WI.GEN.RFAuditwithxref,withoutexceptions

Reference: NALCM.WI.GEN.RFAuditwithoutxref,withoutexceptions

### Show Slide 16. RF AUDIT, NO EXCEPTIONS

- **Distribute:** the NALCM.WI.GEN.RFAuditwithxref,withoutexceptions and NALCM.WI.GEN.RFAuditwithoutxref,withoutexceptions Work Instructions.
- **Say:** You can also use the Audit function as a starting point to help you identify and resolve reject issues, such as overages, shortages, and unexpected unit issues. These exceptions will be covered later in the lesson, but for now we will cover the basic auditing process.
- **Say:** Note that each Auditing Work Instruction will specify 'with or without a cross-reference' label. If the carton does not have a label, use the 'with xref' version. This version will include instructions for printing the cross-reference label.
- **Review:** the NALCM.WI.GEN.RFAuditwithxref,withoutexceptions Work Instructions.

## OBSERVE

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### Position Coach Demonstration

The Position Coach will play the Audit, No Exceptions Fast Track Demo simulation on the projector.



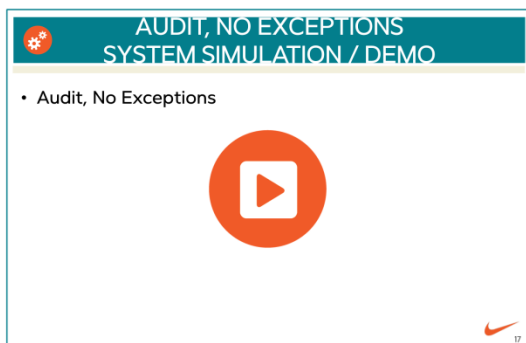
### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the Audit, No Exceptions Fast Track Demo simulation



### Demonstration

- **Click:** the slide icon to navigate to the Audit, No Exceptions Fast Track Demo simulation.




### Show Slide 17. Audit, No Exception System Simulation/Demo

- **Review:** the Audit, No Exceptions Fast Track simulation.


## RECONCILING EXCEPTIONS, CONT.

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 **REVIEW TASK STATUS**

- Complete the following steps to view a task status:
- LESSON STEPS
  - Select task category
  - Select task ID
  - View task information

Reference: *NALCM.WI.GEN.ReviewTask*

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### Show Slide 18. REVIEW TASK STATUS

- **Distribute:** the NALCM.WI.GEN.ReviewTask Work Instruction.
  - **Say:** You may also be able to determine the reject reason using the task status.
  - **Review:** the NALCM.WI.GEN.ReviewTask Work Instruction.
-

## OBSERVE



### Position Coach Demonstration

The Position Coach will play the Review Task Status Fast Track Demo simulation on the projector.



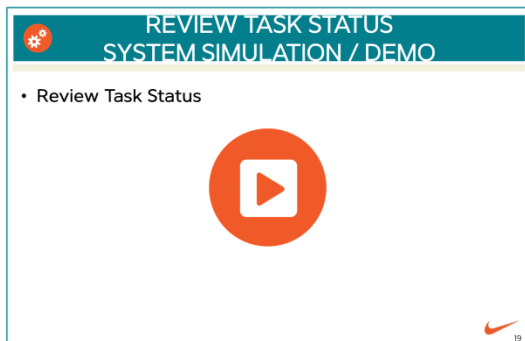
### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the Review Task Status Fast Track Demo simulation



### Demonstration

- **Click:** the slide icon to navigate to the Review Task Status Fast Track Demo simulation.



### Show Slide 19. REVIEW TASK STATUS System Simulation/Demo

- **Review:** the Review Task Status Fast Track simulation.

## RECONCILING EXCEPTIONS, CONT.

**EXCEPTION TYPES**

<ul style="list-style-type: none"> <li>- Shortage</li> <li>- Overage</li> <li>- Unexpected unit</li> <li>- Label/scan issues</li> <li>- Split iLPN</li> <li>- Combine iLPN</li> </ul>	<ul style="list-style-type: none"> <li>- Duplicate iLPN</li> <li>- No Destination – Cancelled</li> <li>- No Destination – Locked</li> <li>- Damaged carton/unit</li> </ul>
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### Show Slide 20. EXCEPTION TYPES

- **Say:** Now, let's discuss the various exception types you will encounter:
  - Shortages
  - Overages
  - Unexpected units
  - Label/Scan issue
  - Split iLPNs
  - Combine iLPNs
  - No Destination-Canceled or Locked
  - Damaged cartons or unit

**RF ADJUST - UNIT SHORTAGE**

- When you find there are not enough units to complete an order, use the RF Adjust Shortage Work Instruction:
  1. From RF Audit, scan the oLPN
  2. Scan all unit SKUs in oLPN
  3. Ctrl + E
  4. Rescan all unit SKUs
  5. From RF Adjust, enter actual oLPN inventory
  6. Send oLPN to Hospital area

Reference: NALCM.WI.GEN.RFAdjustShortage

### Show Slide 21. RF ADJUST-UNIT SHORTAGE

- **Distribute:** the NALCM.WI.GEN.AdjustShortage Work Instruction.
- **Say:** We will first start with the Unit Shortage exception; but before we review the detailed Work Instruction, let's take a look at an overview of the process.
- **Click:** The first step appears
- **Say:** From RF Audit, scan the oLPN.
- **Click:** The second step appears.
- **Say:** Scan all unit SKUs in the oLPN.
- **Click:** The third step appears.
- **Say:** Press CTRL + E.
- **Click:** The fourth step appears.
- **Say:** Rescan all unit SKUs.
- **Click:** The fifth step appears.
- **Say:** From RF Adjust, enter the actual oLPN inventory count.
- **Click:** The fourth step appears.
- **Say:** Send the oLPN to the Hospital area.
- **Review:** the NALCM.WI.GEN.RFAdjustShortage Work Instruction.

## OBSERVE

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### Position Coach Demonstration

The Position Coach will play the Unit Shortage Fast Track Demo simulation on the projector.



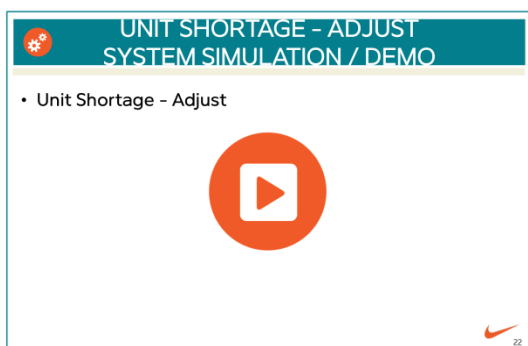
### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the Unit Shortage Fast Track Demo simulation



### Demonstration


- **Click:** the slide icon to navigate to the Unit Shortage Fast Track Demo simulation.



### Show Slide 22. Unit Shortage – Adjust System Simulation/Demo


- **Say:** Let's view the system process for correcting a unit shortage.

## RECONCILING EXCEPTIONS, CONT.

 RF AUDIT UNIT – SHORTAGE

- If you see a shortage message while auditing an iLPN, use the RF Audit Shortage Work Instructions.

Reference: NALCM.WI.GEN.RFAuditwithxref, shortage  
Reference: NALCM.WI.GEN.RFAuditwithoutxref, shortage



### Show Slide 23. RF AUDIT UNIT–SHORTAGE

- **Distribute:** the NALCM.WI.GEN.RFAuditwithxref,shortage and NALCM.WI.GEN.RFAuditwithoutxref,shortage Work Instructions.
- **Say:** If you encounter a shortage while performing an audit, use the RF Audit, Shortage Work Instructions.
- **Review:** the NALCM.WI.GEN.RFAuditwithxref, shortage and NALCM.WI.GEN.RFAuditwithoutxref,shortage Work Instructions.

## OBSERVE

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### Position Coach Demonstration

The Position Coach will play the RF Audit Unit Shortage Fast Track Demo simulation on the projector.



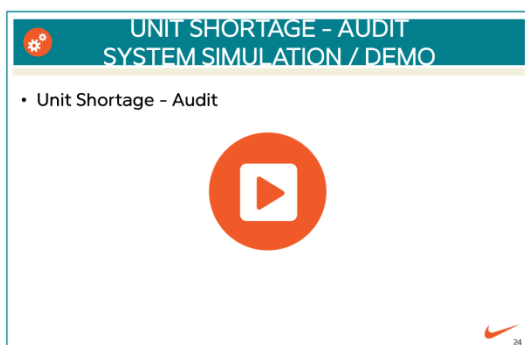
### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the RF Audit Unit Shortage Fast Track Demo simulation



### Demonstration

- **Click:** the slide icon to navigate to the RF Audit Unit Shortage Fast Track Demo simulation.




### Show Slide 24. Unit Shortage – Audit System Simulation/Demo

- **Say:** Let's view the system process for correcting a unit shortage with the Audit function.




## RECONCILING EXCEPTIONS, CONT.

 RF AUDIT - UNIT OVERAGE

- Use the following steps if there are too many units in the order:
  1. From RF Audit, scan oLPN
  2. Scan all unit SKUs in oLPN
  3. Remove overage unit(s)
  4. Take overage unit(s) to Hospital area

Reference: NALCM.WI.GEN.RFAuditwithxref,overage  
Reference: NALCM.WI.GEN.RFAuditwithoutxref,overage



### Show Slide 25. RF AUDIT UNIT-OVERAGE

- **Distribute:** the NALCM.WI.GEN.RFAuditwithxref,overage and NALCM.WI.GEN.RFAuditwithoutxref,overage Work Instructions.
- **Say:** Before we review the detailed steps provided in the Work Instruction, let's take a look at the basic process for correcting a unit overage.
- **Click:** The first step appears.
- **Say:** From RF Audit, scan the oLPN.
- **Click:** The second step appears.
- **Say:** Scan all unit SKUs in the oLPN.
- **Click:** The third step appears.
- **Say:** Remove any overage units from the oLPN.
- **Click:** The fourth step appears.
- **Say:** Take any overage unit(s) to the Hospital area.
- **Review:** the NALCM.WI.GEN.RFAuditwithxref,overage and NALCM.WI.GEN.RFAuditwithoutxref,overage Work Instructions.

## OBSERVE

---



### Position Coach Demonstration

The Position Coach will play the Unit Overage Fast Track Demo simulation on the projector.



### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the Unit Overage Fast Track Demo simulation



### Demonstration

- **Click:** the slide icon to navigate to the Unit Overage Fast Track Demo simulation.



### Show Slide 26. Unit Overage System Simulation/Demo

- **Say:** Let's view the system process for correcting a unit overage.

## RECONCILING EXCEPTIONS, CONT.

**RF AUDIT - UNEXPECTED UNIT**

- If you receive an Unexpected Unit message while performing an audit:
- 1. Press Ctrl + W to unscan the unit
- 2. Remove unexpected unit(s) from oLPN
- 3. Continue audit process on other units
- 4. Press Ctrl + E to complete audit
- 5. Bring unit to Problem Area

Reference: NALCM.WI.GEN.RFAuditwithxref,unexpectedunit

Reference: NALCM.WI.GEN.RFAuditwithoutxref,unexpectedunit

### Show Slide 27. RF AUDIT – UNEXPECTED UNIT

- **Distribute:** the  
NALCM.WI.GEN.RFAuditwithxref,unexpectedunit and  
NALCM.WI.GEN.RFAuditwithoutxref,unexpectedunit Work Instructions.
- **Say:** Before we review the detailed steps provided on the Work Instruction, let's take a look at the basic process for correcting an unexpected unit.
- **Click:** The first step appears.
- **Say:** Press Ctrl + W to unscan the unit.
- **Click:** The second step appears.
- **Say:** Remove the unexpected unit(s) from the oLPN.
- **Click:** The third step appears.
- **Say:** Continue the audit process on the other units.
- **Click:** The fourth step appears.
- **Say:** Press Ctrl + E to complete the audit.
- **Say:** The fifth step appears.
- **Review:** the  
NALCM.WI.GEN.RFAuditwithxref,unexpectedunit and  
NALCM.WI.GEN.RFAuditwithoutxref,unexpectedunit Work Instructions.

## RECONCILING EXCEPTIONS, CONT.

LABEL / SCAN ISSUES

- No Scan
- No Read
- Multi-read

Reference: NALCM.WI.HOS.NoScan-Reject

Reference: NALCM.WI.GEN.RejectMultiRead

Reference: NALCM.WI.GEN.RejectNoRead


Reference: NALCM.WI.HOS.ReprinttoLPN

Reference: NALCM.WI.PKC.ManualDivertToSorterOrHospital

### Show Slide 28. LABEL/SCAN ISSUES


- **Distribute:** the following Work Instructions:
  - NALCM.WI.HOS.NoScan-Reject
  - NALCM.WI.GEN.RejectMultiRead
  - NALCM.WI.GEN.RejectNoRead
  - NALCM.WI.HOS.ReprinttoLPN
  - NALCM.WI.PKC.ManualDivertToSorterOrHospital
- **Say:** The following exceptions occur when the scanner is unable to read the oLPN label properly.
  - No Scan – in this case, the label may be in the wrong place or the box may have jammed or been turned the wrong way when going through the scanner. You will need to look at the label and determine if any issues exist.
  - No Read means that the scanner did not detect a label at all. It could be torn, missing, or again, not in the correct position.
  - A Multi-read occurs when the scanner detects more than one label. You will need to determine which label is the correct label.
- **Say:** When you encounter a damaged, missing, or misplaced oLPN label, you will need to print a new one.
- **Review:** the following Work Instructions:
  - NALCM.WI.HOS.NoScan-Reject
  - NALCM.WI.GEN.RejectMultiRead
  - NALCM.WI.GEN.RejectNoRead
  - NALCM.WI.HOS.ReprinttoLPN
  - NALCM.WI.PKC.ManualDivertToSorterOrHospital

## RECONCILING EXCEPTIONS, CONT.

 **SPLIT OLPN**


- You may need to split an oLPN if:
  - The oLPN arrives at the reject lane due to a weight exception
  - You find an oLPN that is overloaded, bulging

Reference: NALCM.WI.GEN.RFSplitCarton

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### Show Slide 29. SPLIT OLPN

- **Distribute:** the NALCM.WI.GEN.RFSplitCarton Work Instructions.
- **Say:** You may need to split an oLPN if:
  - The oLPN arrives at the reject lane due to a weight exception.
  - You will find an oLPN that overloaded or is bulging.
- **Review:** the NALCM.WI.GEN.RFSplitCarton Work Instructions.

 **COMBINE OLPN**

- You may need to combine an oLPN if:
  - Separate oLPNs have the same destination and are not packed to capacity

Reference: NALCM.WI.GEN.RFCombineOLPN

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### Show Slide 30. COMBINE OLPN

- **Distribute:** the NALCM.WI.GEN.RFCombineOLPN Work Instructions.
- **Say:** You may need to combine an oLPN if:
  - Separate oLPNs have the same destination and are not packed to capacity.
- **Review:** the NALCM.WI.GEN.RFCombineoLPN Work Instructions.

## RECONCILING EXCEPTIONS, CONT.

**DUPLICATE OLPN**

- High demand carton was packed twice in error
- Need to resolve the duplicate carton

Reference: *NALCM.WI.GEN.RejectDuplicateCarton*

### Show Slide 31. DUPLICATE OLPN

- **Distribute:** the  
NALCM.WI.GEN.RejectDuplicateCarton
- **Say:** If a high demand carton was packed twice in error. You would need to resolve the duplicate carton.
- **Review:** the following WI:  
NALCM.WI.GEN.RejectDuplicateCarton

**NO DESTINATION - LOCKED**

- If oLPN has a No Destination code AND a lock code:
  1. Change code to Unlocked
  2. Reinduct onto conveyor

Reference: *NALCM.WI.GEN.RejectNoDestinationLocked*

### Show Slide 32. NO DESTINATION - LOCKED

- **Distribute:** the  
NALCM.WI.GEN.RejectNoDestinationCancelled  
Work Instructions.
- **Say:** If an iLPN has a No Destination code AND a Cancelled status:
  - Create a new iLPN using the Create ILPN Work Instruction
  - Apply a new label over the original label.
  - Reinduct the iLPN onto the conveyor.
- **Say:** When this happens, the duplicate carton must be reconciled.
- **Review:** the following  
NALCM.WI.GEN.RejectNoDestinationCancelled  
and NALCMWI.GEN.CreateiLPN Work  
Instruction.

## OBSERVE



### Position Coach Demonstration

The Position Coach will play the Create iLPN Fast Track Demo simulation on the projector.




### Materials Needed

- Computer (1 for Position Coach)
- Projector
- Screen
- Access to the Create iLPN Fast Track Demo simulation




### Demonstration

- **Click:** the slide icon to navigate to the Create iLPN Fast Track Demo simulation.

 **NO DESTINATION - CANCELLED**

- If iLPN has a No Destination code AND Cancelled status:
  1. RF Create iLPN WI
  2. Apply new label over original label
  3. Reinduct onto conveyor


Reference: NALCM.WI.GEN.RejectNoDestinationiLPNLocked  
Reference: NALCM.WI.GEN.RFCreateiLPN

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### Show Slide 33. RF Create iLPN Simulation/Demo

- **Review:** the RF Create iLPN Fast Track simulation.


## RECONCILING EXCEPTIONS, CONT.

 RF CREATE iLPN

The first task to perform before you began to Create iLPN:

- Print blind label and obtain labels off printer and travel to printer. (following proceeding steps on WI: RF Create iLPN)

Reference: NALCM.WI.GEN.PrintBlindILPNLabels



### Show Slide 34. RF CREATE iLPN

- **Distribute:** the following WI: NALCM.WI.GEN.PrintBlindILPNLabels
- **Say:** The first task to perform before you began the Create iLPN task,
- **Say:** Print blind label and obtain labels off printer and travel to printer.
- **Review:** the steps in the following: NALCM.WI.GEN.PrintBlindILPNLabels

 RF CREATE iLPN  
SYSTEM SIMULATION / DEMO

- RF Create iLPN



### Show Slide 35. RF CREATE iLPN

- **Say:** Let's view the system process for correcting a unit overage.



**DAMAGED CARTON/UNIT**

- Replace outer carton or unit box due to damage
- Print new oLPN or UPC label

Reference: NALCM.WI.GEN.DamagedCartonorUnit  
 Reference: NALCM.WI.GEN.ReprintoLPN  
 Reference: NALCM.WI.GEN.RfPrintMSRP

### Show Slide 36. DAMAGED CARTON/UNIT

- **Distribute:** the NALCM.WI.GEN.ReprintoLPN, NALCM.WI.GEN.DamagedCartonorUnit, and NALCM.WI.GEN.RfPrintMSRP Work Instructions.
- **Say:** If you find a damaged outer carton, remove the contents, replace and repack the carton, and reprint the oLPN label.
- **Say:** If you find a damaged unit box, remove the contents, replace and repack the unit box, and print a new UPC label.
- **Review:** the NALCM.WI.GEN.ReprintoLPN, NALCM.WI.GEN.DamagedCartonorUnit, and NALCM.WI.GEN.RfPrintMSRP Work Instructions.

**OTHER EXCEPTIONS**

IF	THEN
The conveyor goes down	Contact the Ops Specialist
The system goes down	Contact Production Support

### Show Slide 37. OTHER EXCEPTIONS

- **Say:** If a conveyor or the system goes down, notify the Ops Specialist in your area.

**MILESTONE CHECK**

Which of the following Work Instructions is used in the Problem area to identify and resolve the reject reason?

- a. Resolve oLPN
- b. Identify oLPN
- c. Fix oLPN
- d. Audit oLPN


d – Audit oLPN

### Show Slide 38. MILESTONE CHECK


- **Ask:** Which of the following Work Instructions is used in the Problem Area to identify and resolve the reject reason?
- **Click:** to reveal the answer.
- **Say:** d – Audit oLPN


## RECONCILING EXCEPTIONS, CONT.

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 MILESTONE CHECK

Name three locations where exceptions are located.

 3 Way Sorter Reject Lane, Problem Areas, Level Reject Lanes

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### Show Slide 39. MILESTONE CHECK

- **Ask:** Name three locations where exceptions are located.
  - **Click:** to reveal the answer.
  - **Say:** 3 Way Sorter Reject Lane, Problem Area, and Level Reject Lanes.
-

## REPORTS

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### Purpose

The purpose of the lesson is to learn how to run and use reports to reconcile exceptions and efficiently manage a workload.

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### Program Timing

The Reports lesson takes 30 minutes to complete.

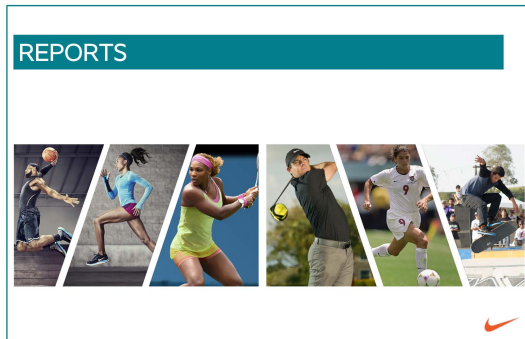
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### Required Materials

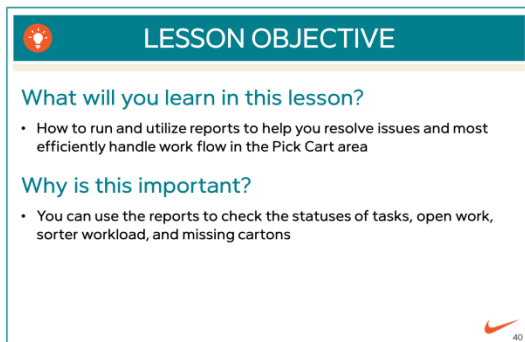
- Computer (1 per Team Member)
  - RPS:
    - NALCM.RP.PKC.OpenWorkbyWorkGroup-Area
    - NALCM.RP.PKC.TaskStatusByWave
    - NALCM.RP.PKC.SKULocationWaveNumberforSorterCleanOut
    - NALCM.RP.PKC.SR-213WaySorterMissingCartonsonDemand
-

## REPORTS, CONT.



### Show Slide 40. REPORTS

Introduce the Reports lesson.



### Show Slide 41. LESSON OBJECTIVE


- **Say:** In the lesson, you will learn how to run and utilize reports to help resolve issues and most efficiently handle the work flow in the Pick Cart area.
- **Say:** You can use the reports to check the status of tasks, open work, sorter workload, and missing cartons.



### Show Slide 42. OPEN WORK BY GROUP/AREA

- **Say:** This report allows you to:
  - Check a specific work group for open work
  - Determine how much open work is left in your area.


## REPORTS, CONT.



### OPEN WORK BY GROUP/AREA


- LESSON STEPS
  - Access Cognos
  - Select Report Views, Outbound
  - Select OB-0013-GBL-Open Workload by Work Group/Work Area
  - Enter the work group or area to view

Reference: NALCM.RPPKC.OpenWorkbyWorkGroup-Area




### Show Slide 43. LESSON STEPS

- Distribute:** the NALCM.RP.PKC.OpenWorkbyWorkGroup-Area Report process instructions.
- Say:** Before we review the detailed steps provided on your Report Instruction, let's take a look at the basic process.
- Review:** the open Work by Work Group/Area report process instructions.




### TASK STATUS BY WAVE

- This report allows you to view:
  - All open tasks within a wave
  - The status of tasks
  - The priority of tasks




### Show Slide 44. TASKSTATUS BY WAVE

- Say:** This report allows you to view:
  - All open tasks within a wave
  - The status of tasks
  - The priority of tasks




### TASK STATUS BY WAVE

- LESSON STEPS
  - Access Cognos
  - Select Report Views, Area
  - Select Review Task Report



Reference: NALCM.RPPKC.TaskStatusByWave



### Show Slide 45. TASK STATUS BY WAVE

- Distribute:** the NALCM.RP.PKC.TaskStatusByWave Report process instructions.
- Say:** Before we review the detailed steps provided on your Report Instruction, let's take a look at the basic process.
- Review:** the Task Status By Wave Report process instructions.

## REPORTS, CONT.

**SORTER CLEAN OUT**

- The SKU, Location, Wave Number for Sorter Clean Out Report allows you to:
  - Monitor the status of workload in the Sorter area
  - Time product flow to avoid overwhelming the Sorter area

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### Show Slide 46. SORTER CLEAN OUT

- **Say:** The SKU, Location, Wave Number for Sorter Clean Out Report allows you to:
  - Monitor the status of workload in the Sorter area
  - Time product flow to avoid overwhelming the Sorter area.

**SORTER CLEAN OUT**

- LESSON STEPS
  - Access Cognos
  - Select Report Views, Outbound
  - Select Planning
  - Select SKU, Location, Wave Number for Sorter Clean Out Report
  - Enter the appropriate SKU, Location, or Wave

Reference:  
NALCM.RPPKC.SKULocationWaveNumberforSorterCleanOut

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### Show Slide 47. SORTER CLEAN OUT

- **Distribute:** the NALCM.RP.PKC.SKULocationWavenuberforSorterCleanOut Report process instructions.
- **Say:** Before we review the detailed steps provided on your Report Instruction, let's take a look at the basic process.
- **Review:** the Sorter Clean Out report process instructions.

**MISSING CARTONS ON DEMAND**


- The 3 Way Sorter Missing Cartons on Demand Report allows you to view:
  - Missing high priority cartons
  - Missing cartons on demand

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### Show Slide 48. MISSING CARTONS ON DEMAND


- **Say:** The 3 Way Sorter Missing Cartons on Demand Report allows you to view:
  - Missing high priority cartons
  - Missing cartons on demand

## REPORTS, CONT.

 **MISSING CARTONS ON DEMAND**


- LESSON STEPS
  - Access Cognos
  - Select Report Views, Outbound
  - Select Planning
  - Select SR-213 Way Sorter Missing Cartons on Demand

Reference: NALCM.RPPKC.SR- 13WaySorterMissingCartonsonDemand




### Show Slide 49. MISSING CARTONS ON DEMAND


- **Distribute:** the NALCM.RP.PKC.SR-213WaySorterMissingCartonsonDemand
- **Say:** Before we review the detailed steps provided on your Report Instruction, let's take a look at the basic process.
- **Review:** the Missing Cartons on Demand Report process instructions.

 **MILESTONE CHECK**

Which report would you use to view all open tasks within a wave?


- a. Missing Cartons on Demand
- b. Task Status By Wave
- c. Sorter Clean Out

 b – Task Status By Wave




### Show Slide 50. MILESTONE CHECK

- **Ask:** Which report would you use to view all open tasks within a wave?
- **Click:** to reveal the answer.
- **Say:** b- Task Status by Wave

 **PRACTICE / APPLY**

Use the Report Process handouts and example reports to complete the Player Readiness Check.



### Show Slide 51. PRACTICE/APPLY

- **Say:** Now we will practice using the reports.

# PLAYER READINESS CHECK

## KNOWLEDGE CHECK

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### Position Coach Information

The Player Readiness Check for this course consists of a Knowledge Check, which consists of \_\_ multiple choice questions, and a Performance Check (see the **Performance Check** section).

Team Members can use their Work Instructions as reference materials while completing the Player Readiness Check.

### At the start of the Knowledge Check:



- **Distribute:** a Player Readiness Check – Knowledge Check to each Team Member.
- **Distribute:** an Answer Sheet to each Team Member.
- **Ask:** Team Members to not write on the Player Readiness Check– Knowledge Check.
- **Say:** that Team Members will record their answers on the Answer Sheet.
- **Say:** that they will have \_\_ minutes to complete the questions.
- **Say:** that they should read each question fully and ensure they fill out the Answer Sheet accurately.
- **Say:** that they should shade in their answer completely on the Answer Sheet.
- **Demonstrate:** how to fill out an answer on the Answer Sheet.
- Give Team Members \_\_ minutes to complete the questions.

### At the end of the Player Readiness Check:

- **Collect:** the Player Readiness Check – Knowledge Checks and Answer Sheets.
-



## KNOWLEDGE CHECK, CONT.

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### Materials Needed

- Pencils (1 per Team Member)
  - Player Readiness Check – Knowledge Checks (1 per Team Member)
  - Answer Sheets (1 per Team Member)
  - 1 Answer key (for the Position Coach)
  - 2 Red markers (for the Position Coach)
- 



### POSITION COACH NOTE

From the Team Member's perspective, there should only be one Player Readiness Check. It may consist of answering multiple choice questions and completing tasks, but the terms *Knowledge Check* and *Performance Check* should **not** be communicated to them.

These terms are used in this guide to differentiate between the two components, to maintain clarity for facilitation of the course.

## CYCLE COUNT

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### Position Coach Information

- The purpose of the lesson is to learn how to perform a Cycle Count when a shortage is triggered.



### Time

The Cycle Count lesson takes 30 minutes to complete.

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### Required Materials

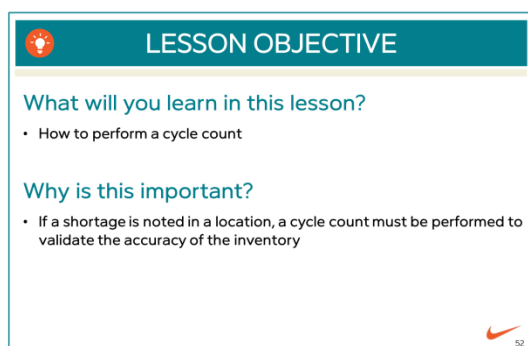
- Computer (1 per Team Member)
  - WIs:
    - NALCM.WI.GEN.ReviewTask
    - NALCM.WI.IVC.Picking1stCountNoVariance
    - NALCM.WI.IVC.PickingVarianceCountNoVariance
    - NALCM.WI.IVC.Picking1stCountWithVarianceQuantityMismatchInLocation
    - NALCM.WI.IVC.Picking1stCountWithVarianceWrongUnit(s)inLocation
    - NALCM.WI.IVC.PickingVarianceCountQuantityMismatchInLocation
    - NALCM.WI.IVC.PickingVarianceCountWrongUnits(s)inLocation
-

## CYCLE COUNT, CONT.



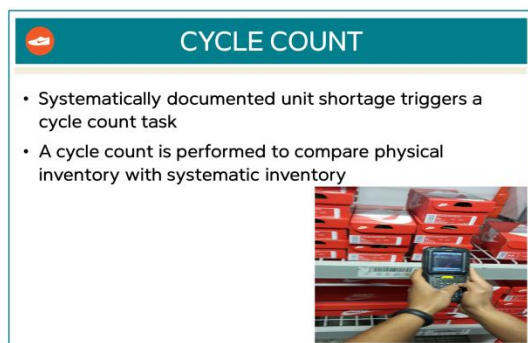
### Show Slide 52. Cycle Count

Introduce the Cycle Count lesson.



### Show Slide 53. LESSON OBJECTIVE

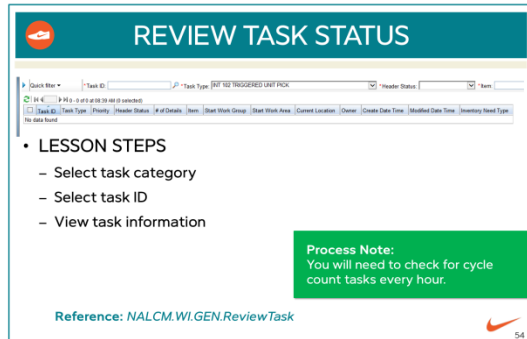
- **Say:** In the lesson, you will learn how to perform a Cycle Count.
- **Say:** If a shortage is noted in a location, a cycle count must be performed to validate the accuracy of the inventory.



### Show Slide 54. CYCLE COUNT

- **Say:** A cycle count is triggered when a unit shortage is systematically documented.
- **Say:** The cycle count is performed to compare physical inventory with systematic inventory.

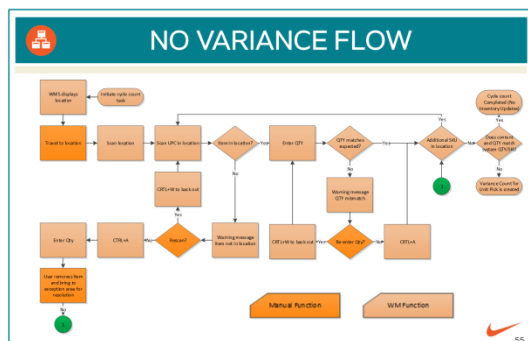
## CYCLE COUNT, CONT.



### Show Slide 55. REVIEW TASK STATUS

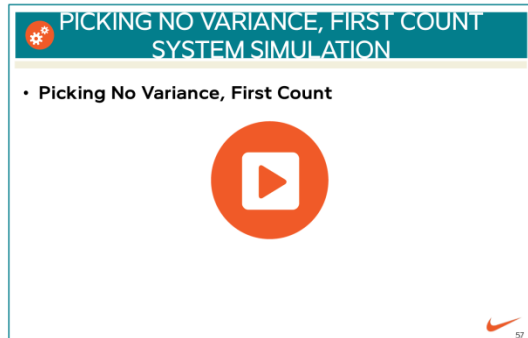
- **Distribute:** the NALCM.WI.GEN.ReviewTask Work Instructions.
- **Say:** You will use the Review Task Status process to determine if a cycle count has been triggered by a shortage.
- **Say:** Before we review the detailed Work Instructions, let's take a look at the overall process for reviewing a task status.
- **Review:** Lesson steps on slide
- **Click:** to reveal the Process Note.
- **Say:** You will need to check for cycle count tasks every hour.
- **Review:** the NALCM.WI.GEN.Review Task Work Instructions.

## CYCLE COUNT, CONT.



### Show Slide 56. NO VARIANCE FLOW

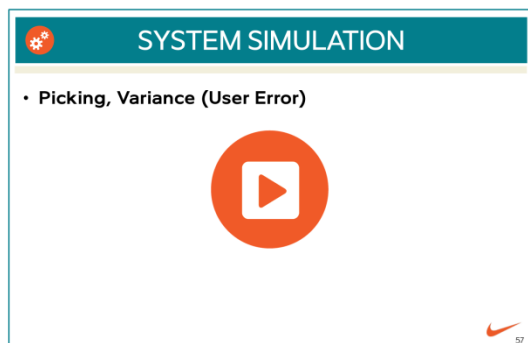
- **Discuss:**
  - The CC Pick Reserve Flow Chart.
  - Use the flow path to show a flow with no variance.
  - Explain how a mistake in an initial reading can be corrected prior to creating a variance.
- **Distribute:**
  - The WI for CC Pick Reserve No Variance.
- **Review:**
  - The WI for CC Pick Reserve No Variance with the class.
  - Point out how the Flow Process and the WI correlate with each other.



### Show Slide 57. PICKING NO VARIANCE, FIRST COUNT System Simulation/Demo

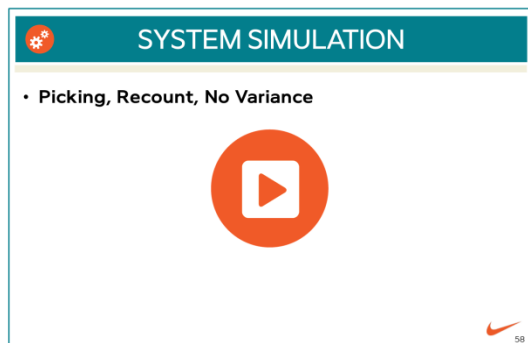
- **Show:** each System Simulation one at a time and Ask and Discuss each one prior to moving to the next simulation.
- **Ask:** If anyone would like to view any of the System Simulations again.
- **Discuss:** each System Simulation prior to moving to the next one (see 'Show' instructions above)
- **Ask:** for questions. If there are no questions, move to the next slide.

## CYCLE COUNT, CONT.



### Show Slide 58. PICKING, VARIANCE (User Error) System Simulation/Demo

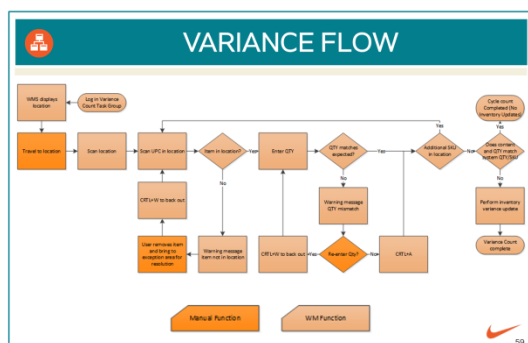
- **Show:** each System Simulation one at a time and Ask and Discuss each one prior to moving to the next simulation.
- **Ask:** If anyone would like to view any of the System Simulations again.
- **Discuss:** each System Simulation prior to moving to the next one (see 'Show' instructions above)
- **Ask:** for questions. If there are no questions, move to the next slide.



### Show Slide 59. PICKING RECOUNT, NO VARIANCE System Simulation/Demo

- **Show:** each System Simulation one at a time and Ask and Discuss each one prior to moving to the next simulation.
- **Ask:** If anyone would like to view any of the System Simulations again.
- **Discuss:** each System Simulation prior to moving to the next one (see 'Show' instructions above)
- **Ask:** for questions. If there are no questions, move to the next slide.

## CYCLE COUNT, CONT.



### Show Slide 60. VARIANCE FLOW

#### ■ Discuss:

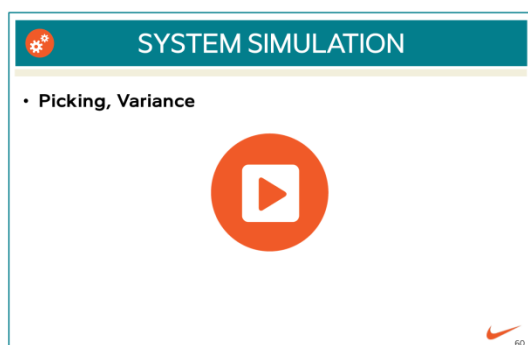
- The CC Pick (Active) Reserve Flow Chart
- Use the flow path to show a flow with variances.

#### ■ Distribute:

- The WIs for CC Pick (Active) Reserve Variances.

#### ■ Review:

- The WI for CC Pick (Active) Reserve Variance with the class.
- Point out how the Flow Process and the WI correlate with each other.



### Show Slide 61. PICKING, VARIANCE System Simulation/Demo

- **Show:** The System Simulation and Ask and Discuss it prior to moving on to the next slide.
- **Ask:** If anyone would like to view the System Simulation again.
- **Discuss:** the System Simulation prior to moving on to the next slide (see 'Show' instruction above).

## CYCLE COUNT, CONT.

EXCEPTIONS	
IF	THEN
Picking 1 <sup>st</sup> Count reveals No Variance	Follow instructions on NALCM.WI.IVC.Picking1stCountNoVariance.
Picking Variance Count reveals No Variance	Follow instructions on NALCM.WI.IVC.PickingVarianceCountNoVariance.
During the 1 <sup>st</sup> count a Variance Quantity Mismatch in location is found	Follow instructions on NALCM.WI.IVC.Picking1stCountWithVarianceQuantityMismatchInLocation.
During the Picking 1 <sup>st</sup> count there are Wrong Unit(s) in the location	Follow instructions on NALCM.WI.IVC.Picking1stCountWithVarianceWrongUnit(s)InLocation.

### Show Slide 62. EXCEPTIONS

■ **Discuss:**

- The IF and THEN chart on the slide.
- How the Cycle Counter will encounter situations when performing a Cycle Count.
- How important it is to know where to go in order to work through various situations.
- How the Flow Process, WIs, and other situations encountered tie together.

EXCEPTIONS	
IF	THEN
Picking 1 <sup>st</sup> Count Recount reveals a Quantity Mismatch in location	Follow instructions on NALCM.WI.IVC.PickingVarianceCountQuantityMismatchInLocation.
During a Picking Variance Count there are Wrong Unit(s) in the location	Follow instructions on NALCM.WI.IVC.PickingVarianceCountWrongUnit(s)InLocation.

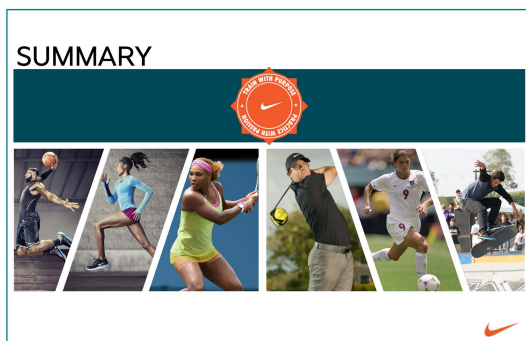
### Show Slide 63. EXCEPTIONS

■ **Discuss:**

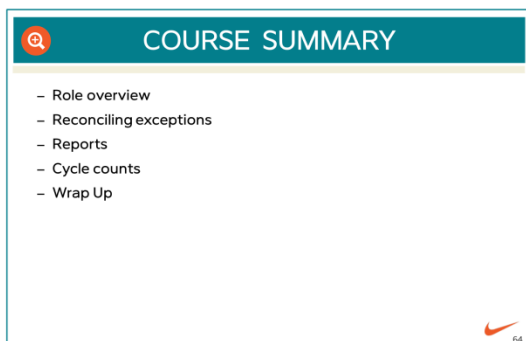
- Continue discussion from previous slide.



## SUMMARY

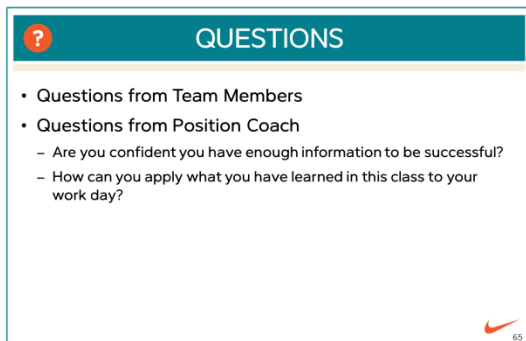


Show Slide 64. SUMMARY



Show Slide 65. COURSE SUMMARY

- **Review:**
  - Briefly discuss the topics covered in the course.




Show Slide 66. QUESTIONS


- **Ask:** Team members for questions.
- **Ask:** Team Members if there are any questions for the Position Coach.

## SUMMARY, CONT.

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 **KNOWLEDGE CHECK**

Complete the written Knowledge Check before we head out to the Pick Cart area for your Practice and Performance Check.

  
66

### Show Slide 67. KNOWLEDGE CHECK

- **Say:** Now, you will use the Work Instructions and Report process instructions to complete a written knowledge Check before we head out to the Pick Cart area for the Practice and Performance Check.
-

## PLAYER READINESS CHECK

### PRACTICE

#### Position Coach Information



- Direct Team Members to practice each behavior or task listed below.
  1. Unit Shortage
  2. Unit Overage
  3. Multi-Read
  4. No Scan
  5. Unexpected Unit
  6. Audit oLPN to determine problem
  7. Cycle Count – First count reveals no variance
  8. Cycle Count – First count reveals a quantity mismatch
- Evaluate the Team Member's performance reliably and objectively. Reinforce desired behaviors. Provide coaching as needed.
- Continue until all Team Members have performed the Practice.



#### Time

50 minutes



#### Materials Needed

- 2 RF devices with scanners
- 2 printers for oLPN labels and unit labels
- oLPN short one unit (1 per Team Member)
- oLPN over one unit (1 per Team Member)
- oLPN that scans Multi-read (1 per Team Member)
- oLPN that scans No Scan (1 per Team Member)
- oLPN to perform Audit oLPN process (1 per Team Member)
- oLPN with an unexpected unit (1 per Team Member)
- Set of 10 units in location to perform cycle count with no variance (1 set per Team Member or reuse if able)
- Set of 9 units in a location to perform cycle count with variance (1 set per Team Member or reuse if able)
- Player Readiness Checks (1 per Team Member)
- Course Evaluations (1 per Team Member)
- Pencils (1 per Team Member)
- Clipboards (1 per Team Member)

## PERFORMANCE CHECK



### Tour

Before starting the Performance Check, take Team Members on a brief tour of the Pick Cart area. Be sure to point out the following:

- 3 Way Sorter Reject Lane
- Problem Areas
- Level Reject Lanes



### Position Coach Information

- Direct Team Members to perform each behavior or task listed on the Player Readiness Check.
- Have Team Members perform the following scenarios.
  1. Unit Shortage
  2. Unit Overage
  3. Unexpected Unit
  4. Multi-Read
  5. No Scan
  6. Audit oLPN to determine problem
  7. Cycle Count – First count reveals no variance
  8. Cycle Count – First count reveals a quantity mismatch
- Evaluate the Team Member's performance reliably and objectively. Reinforce desired behaviors.
- Continue until all Team Members have performed the Player Readiness Check.



### Time

50 minutes

## PERFORMANCE CHECK, CONT.



### Process

The Position Coach will check off the tasks on the Player Readiness Check as each Team Member demonstrates. The Position Coach will provide feedback to the Team Member on successes and tasks that need improvement.



### Materials Needed

- 2 RF devices with scanners
- 2 printers for oLPN labels and unit labels
- oLPN short one unit (1 per Team Member)
- oLPN over one unit (1 per Team Member)
- oLPN that scans Multi-read (1 per Team Member)
- oLPN that scans No Scan (1 per Team Member)
- oLPN to perform Audit oLPN process (1 per Team Member)
- oLPN with an unexpected unit (1 per Team Member)
- Set of 10 units in location to perform cycle count with no variance (1 set per Team Member or reuse if able)
- Set of 9 units in a location to perform cycle count with variance (1 set per Team Member or reuse if able)
- Player Readiness Checks (1 per Team Member)
- Course Evaluations (1 per Team Member)
- Pencils (1 per Team Member)
- Clipboards (1 per Team Member)

## COURSE EVALUATION

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### Position Coach Information



After the completion of the **Player Readiness Check**, the Team Members will have the opportunity to complete a survey about the course.

- **Distribute:** the Course Evaluation sheet to the Team Members and allow them to complete the survey.
- **Collect:** the completed Course Evaluation sheets from the Team Members.
- **Collect:** the Work Instructions from the Team Members.



### POSITION COACH NOTE

Ensure that all Work Instructions are collected from the Team Members before they are dismissed from the classroom. Team Members should **not** be able to take Work Instructions with them after the course is completed.

Team Members can keep any job aids distributed during the course.