

Lab 4 (Group)

Read the case study below. Complete the attached 8D problem Analysis form. Find the most probable cause of the problem.

Steve Muscat is a supervisor for Rockwood Insurance – a leading Canadian life insurance provider serving Western Ontario. He manages a Desktop Publishing team. His team of seven is responsible for printing sales brochures, marketing materials, policy booklets, infographics, and other day-to-day publications.

Recently, the Sales team expressed their interest in acquiring services from Steve's team for printing high-quality presentation documents. Presentations are used when the Sales team enters bidding to get large clients. These presentations need to be of superior quality from a content perspective and printing quality. Currently, the Sales team outsources this service. However, the last few times, the service provider did not return the presentation on time, and the Sales team was not happy with the Quality Control process of the service provider.

Steve is excited to get the Sales team on board with their presentation printing need. This will boost his team's profile instantly. Steve is always worried that printing need is diminishing as the Organization is cutting costs and pushing for less printing. He knows that soon his team may be up for headcount reduction unless he can show that his team is busy responding to rising demand.

On Tuesday, Steve talked to the Sales Director, Amy Fischer, about the requirements. Steve realized that his team might not have the proper software to print high-quality presentations. However, another publishing team, which serves the printing need for French-language literature, uses a Pro Illuminate software, which will be an excellent option. Currently, Steve's team uses a Basic version of the same software.

Steve assured Amy that his team would acquire the Pro Illuminate software to print high-quality presentations. Amy Fischer told him that Steve's team needed to produce a sample for him. As the contract with the 3rd party is up for renewal on Monday, Amy asked Steve to send the sample work by the end of Friday so she can decide if Steve's team is the right fit for the sales team. Steve agreed. Amy sent Steve a sample file that was used in the past.

Steve knows his success in getting Amy's service depends on printing quality. He contacted IT, who installed Pro Illuminate software on four (RI010, RI011, RI012, RI013) of Steve Teams' PH Pavilion 590 Series I. These computers are designed to handle sophisticated desktop publishing and graphic design work loaded with VIDIA Quadro RTX 4000 Graphic Card. Steve instructed Jessica, one of the most experienced Graphic designers, to use Pro illuminate software to design and print the sample presentation. Steve also told Jessica that this is a high priority, and

she needs to delegate all of her other work to her teammates so she can solely focus on the sample presentation.

Steve knew something was wrong when Jessica called him on his cell phone at 9 PM on Tuesday. Jessica apologized for calling so late and mentioned that when she launched the Pro Illuminate software to work on the sample file, the screen started to flicker, and she could not make good edits to the document. As the sample is due in a couple of days, Steve asked Jessica to meet him early on Wednesday to troubleshoot the issue.

The following day, Steve observed the problem. Jessica is right. The computer screen flickers as soon as the file is opened using Por Illuminate software. As a result, Jessica is unable to work on it. Steve tried the following troubleshooting:

1. Restarted the computer
2. Open the file with Basic Illuminate software – no problem.
3. He tried the other three computers where Por Illuminate was installed. No success.
4. Had It to uninstall the software, restart the computer, and then reinstall - it did not make any difference.
5. Ran anti-virus software – no virus found.
6. Restarted the monitor – no change

Frustrated and anxious to resolve the issue, Steve called the French publication team. The supervisor, Louisa, told him they had been using Pro illuminate for several months without a problem. They use HP Pavilion 590 Series II computers with VIDIA GT 1030 graphic card. Steve sent the sample file to Louisa. Louisa could open the file using Pro Illuminate software without any issue.

While the clock is ticking away and the deadline to submit a sample printed presentation is fast approaching, Steve wonders what else he can do to figure out the problem. Pro Illuminate may require special handling that his team is not familiar with. They did not get any training in the software. Steve did contact Pro illuminate for support. Unfortunately, software vendors only provide support via email, and it may take up to three business days to get back to them.

Steve deeply cares about his team. He does not want to lose any team members during upcoming layoffs. He knows he needs to figure out this problem soon.