CHANGES IN QUEUE ORDER

This document explains how to manage the queue as per the new Queue mechanism using various scenarios.

1. **How to make queue for the next day (including weekends):**

If the cases picked are more than 50% of the queue, then the remaining queue is marked as -1, post -1 completion R1 begins.

Let say bin ended as follows: In Shift (people picking cases): 29 Bold: 20 Not Bold: 9	R2: Q1: **Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun > Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya >** Dinesh K(CO) > Divya (PTO) **> Jawed > Mahima > Manav > Manoj > Medhavi > Mukesh > Nawab>** Obaid (PTO) > Omar (PTO) > Prajwal > Preeti > Pritha> Priya > Rithsou> Satyesh > Shashank (PTO) > Syed > Tulika > Vaibhav
Then bin for next day will be:	R1: Q1: Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun > Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya > Dinesh K(CO) > Divya (PTO) > Jawed > Mahima > Manav > Manoj > Medhavi > Mukesh > Nawab> Obaid (PTO) > Omar (PTO) > Prajwal-1 > Preeti -1> Pritha -1> Priya =1> Rithsou-1> Satyesh -1> Shashank (PTO) > Syed -1> Tulika -1 > Vaibhav -1

If the cases picked are less than 50% of the queue, then we don't use -1 and the queue continues as R1.

Let say bin ended as follows: In Shift (people picking cases): 29 Bold: 7 Not Bold: 22	R2: Q1: **Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun >** Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya > Dinesh K(CO) > Divya (PTO) > Jawed > Mahima > Manav > Manoj > Medhavi > Mukesh > Nawab> Obaid (PTO) > Omar (PTO) > Prajwal > Preeti > Pritha> Priya > Rithsou> Satyesh > Shashank (PTO) > Syed > Tulika > Vaibhav
Then bin for next day will be:	R1: Q1: **Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun >** Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya > Dinesh K(CO) > Divya (PTO) > Jawed > Mahima > Manav > Manoj > Medhavi > Mukesh > Nawab> Obaid (PTO) > Omar (PTO) > Prajwal > Preeti > Pritha> Priya > Rithsou> Satyesh > Shashank (PTO) > Syed > Tulika > Vaibhav

If equal number of people picked the cases as the ones who didn't, then we will make the queue as bold:

Let say bin ended as follows:	R2: Q1: **Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun > Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya** > Dinesh K(CO) > Divya (PTO) > Jawed > Mahima > Manav > Manoj(PTO) > Medhavi > **Mukesh** > Nawab> Obaid (PTO) > Omar (PTO) > Prajwal > Preeti > Pritha> Priya > Rithsou> Satyesh > Shashank (PTO) > Syed > Tulika > Vaibhav
<mark>In Shift (people picking cases): 28</mark> <mark>Bold: 14</mark> <mark>Not Bold: 14</mark>	
Then bin for next day will be:	R1: Q1: **Aafreen> Abhay > Abhinav > Akash > Amarnath > Anand > Arun > Ashish > Ashlin > Ashraf > Carol > Chakshu> Dhanushya** > Dinesh K(CO) > Divya (PTO) > Jawed > Mahima > Manav > Manoj(PTO) > Medhavi > **Mukesh** > Nawab> Obaid (PTO) > Omar (PTO) > Prajwal > Preeti > Pritha> Priya > Rithsou> Satyesh > Shashank (PTO) > Syed > Tulika > Vaibhav

*For weekends we map regular case pickers (swaps and vols.) case count to determine the 50%, **extra** vols. are not counted in this.*

The above is implemented to have nearest possible round number display in the queue order, e.g. R1, R2

<mark>**Conditions for Vols over the weekend:**</mark> *Cases will be picked by vol. only after completion of R1 by regular queue employees, i.e. post -1 and R1 and only R1 if the queue begins with R1.*

When the baseline is as per bold:

Let say bin starts as follows with vols like this:	R1 : **Aafreen > Abhay > Abhinav** > Anand > Arun > Ashish > Ashlin > Ashraf > Chakshu > Dhanushya (PTO) > Dinesh K (PTO) > Divya > Nawab (PTO) > Obaid > Omar > Priya **>** Raghu > Rithsou > Tulika > Pritha (V) > Amarnath (V) > Jawed (V) > Shashank (V) > Manav (V)
• Dhanushya (Pritha) • Dinesh K. (Amarnath) • Nawab (Jawed) • Shashank and Manav are extra Vol.	
First case will be given to Anand and so on till Manav.	

When the baseline is as per -1:

Let say bin starts as follows with vols like this:	R1 : Aafreen > Abhay > Abhinav > Anand > Arun > Ashish > Ashlin > Ashraf > Chakshu > Dhanushya (PTO) > Dinesh K (PTO) > Divya -1 > Nawab (PTO) > Obaid -1 > Omar > Priya -1 **>** Raghu > Rithsou > Tulika -1 > Pritha

• Dhanushya (Pritha) • Dinesh K. (Amarnath) • Nawab (Jawed) • Shashank and Manav are extra Vol.	(V) > Amarnath (V) > Jawed (V) > Shashank (V) > Manav (V)
First case will be given to Divya and so on till Tulika. Then R1 will start from Aafreen as per the usual scenario.	

2. How off-queue is marked:

Full/half day off-queue: From now onwards, for queue purpose half and full day off queue will be treated as PTO/SL/CO

3. Max negative case count:

Max negative case count is -1.
-2 and -3 is not given to anyone considering various factors.

4. Handling power/internet/laptop issues in the queue:

While the management is working to eliminate all these issues, it's the responsibility of every team member to work as a team and not burden their colleagues with cases that they might have handled.
In respect of everyone's interest (while we do understand these things are not in your control) we have come up with the following rules for handling power/internet/laptop issues in the queue:
If the case count is lesser than rest of the team, it's a straight -1 for next day.

5. How BMs are given advantage:

When the baseline is as per bold:

Let say bin ended as follows:	R1: ASA: **Abhyuday > Abul (PTO) > Aishwarya > Chirag > Jaspreet> Jigyasa> Nikhil (PTO) > Padmini> Pooja (PTO) > Poojitha > Prabhjot > Pranau > Pranav > Surya > Swati (BM) > Thasneem > Vibhay (PTO)**
Then bin for next day will be:	**R1: ASA: Abhyuday > Abul > Aishwarya > Chirag > Jaspreet > Jigyasa > Nikhil > Padmini >**Pooja > Poojitha > Prabhjot > Pranau > Pranav > Surya > **Swati**> Thasneem > Vibhay

When the baseline is as per -1:

Let say bin ended as follows:	R1: ASA: **Abhyuday > Abul (PTO) > Aishwarya > Chirag > Jaspreet> Jigyasa>** Nikhil (PTO) > **Padmini** > Pooja (PTO) > **Poojitha > Prabhjot** > Pranau > Pranav > Surya > Swati (BM) > Thasneem > Vibhay (PTO)
Then bin for next day will be:	R1: ASA: Abhyuday> Abul > Aishwarya> Chirag> Jaspreet> Jigyasa > Nikhil > Padmini > Pooja > Poojitha > Prabhjot > Pranau -1> Pranav -1> Surya -1> Swati > Thasneem -1> Vibhay -1
<mark>NOTE:</mark> *Swati is not on bold however she is given the advantage as she is not on -1 either because she was the BM the previous day*		
<mark>NOTE:</mark> *BMs bolds/non minus 1 advantage would not be passed on to people coming back from leaves, instead person on further left and further right would be considered for the rounds.*		

Corner Case: when few are bold, and few are at -1:

Let say bin ended as follows:	**R2: ASA: Abhyuday 3> Abul 3>** Aishwarya> **Chirag > Jaspreet > Jigyasa > Nikhil > Padmini > Pooja > Poojitha > Prabhjot > Pranau** > Pranav > Surya > Swati (BM) > Thasneem > Vibhay (PTO)
Then bin for next day will be:	**R1: ASA: Abhyuday > Abul** > Aishwarya > Chirag > Jaspreet > Jigyasa > Nikhil > Padmini > Pooja > Poojitha > Prabhjot > Pranau > Pranav -1 > Surya -1 > Swati > Thasneem -1 > Vibhay (PTO)
<mark>NOTE:</mark> *If the number of people marked in bold > number of people who are marked as -1 then, BM will be marked as bold.* *Otherwise, BM will neither be bold nor -1 i.e., in case if the number of people marked in bold <= number of people who are marked as -1.*		

6. <mark>Handling PTOs/SL/Off queues</mark>

If a person returns from leave, his position will remain same. They will be marked according to their left and right person in the queue.

If the person left or right are also on PTO, then person further left/right are checked to mark the round.

<mark>**Examples:**</mark>

Let say bin ended as follows:	R1: Q1: **Aafreen> Abhay> Abhinav** > Akash (PTO) > **Amarnath** > Anand > Arun > **Ashish** > Ashlin > **Ashraf** > Carol > **Chakshu**> Dhanushya > **Dinesh K** > Divya (PTO) > Jawed > **Mahima** > Manav > Manoj (PTO) > **Medhavi** > Mukesh > Nawab > Obaid (PTO) > Omar (PTO) > Prajwal (PTO) > Preeti > Pritha > **Priya** > Rithsou > Satyesh > Shashank (PTO) > Syed (PTO) > Tulika (PTO) > Vaibhav

Then bin for next day will be: ==Shashank and Tulika are not on PTO the next day.==	R1: Q1: **Aafreen> Abhay> Abhinav** > Akash (PTO) > **Amarnath** > Anand > Arun > **Ashish** > Ashlin > **Ashraf** > Carol > **Chakshu**> Dhanushya > **Dinesh K** > Divya (PTO) > Jawed > **Mahima** > Manav > Manoj (PTO) > **Medhavi** > Mukesh > Nawab > Obaid (PTO) > Omar (PTO) > Prajwal (PTO) > Preeti > Pritha > **Priya** > Rithsou > Satyesh > Shashank > Syed (PTO) > Tulika > Vaibhav

Shashank won't be marked as bold since Left to him is Satyesh who is not bold and towards his right is Syed (PTO)-> Tulika (PTO) -> Vaibhav who is also not bold.

Tulika won't be marked as bold since Left to her who is not on leave is Satyesh and he is not bold and to her right is Vaibhav who again is not bold.

Below are few examples to understand this better:

==*Scenario 1: PTO on right coming back to office:*==

Let say bin ended as follows:	**R1: Abhyuday >** Abul **>** Aishwarya (PTO) **> Chirag > Jaspreet**
Then bin for next day will be:	**R1:** Abhyuday > Abul -1> Aishwarya -1> Chirag **>** Jaspreet

==*Scenario 2: PTO on left coming back to office:*==

Let say bin ended as follows:	**R1: Abhyuday >** Abul (PTO) **>** Aishwarya **> Chirag > Jaspreet**
Then bin for next day will be:	**R1:** Abhyuday > Abul -1> Aishwarya -1> Chirag **>** Jaspreet

==*Scenario 3: Multiple PTOs in the middle:*==

Let say bin ended as follows:	**R1: Abhyuday >** Abul (PTO) **>** Aishwarya (PTO)**> Chirag > Jaspreet**
Then bin for next day will be:	**R1:** Abhyuday > Abul > Aishwarya > Chirag **>** Jaspreet

==*Scenario 4: PTO in the middle of 2 case pickers:*==

Let say bin ended as follows:	**R1:** Abhyuday > **Abul >** Aishwarya (PTO)**> Chirag >** Jaspreet

Then bin for next day will be:	**R1:** Abhyuday > **Abul> Aishwarya> Chirag >** Jaspreet

The person first in queue have no one towards their left, hence as for that person we will only check the person to their right.

For the person who starts the bin e.g. Aafreen and Abhyuday, for them after returning from PTO their rounds will be marked according to the person on the right, left side won't be considered.

When the baseline is as per bold:

Let say bin ended as follows:	R2: Abhyuday (PTO) **> Jaspreet > Jigyasa >** Padmini > Poojitha > Pranau > Pranav > Swati (BM)> Thasneem > Vibhay (PTO)
Then bin for next day will be: <mark>Abhyuday is returning from PTO.</mark>	R1: **Abhyuday > Jaspreet > Jigyasa >** Padmini > Poojitha > Pranau > Pranav > **Swati** > Thasneem > Vibhay (PTO) *Abhyuday will be marked as bold since towards his right is Jaspreet and she is bold.*

When the baseline is as per -1:

Let say bin ended as follows:	R2: Abhyuday (PTO) **> Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav** > Swati (BM)> Thasneem > Vibhay (PTO)
Then bin for next day will be: <mark>Abhyuday is returning from PTO.</mark>	R1: Abhyuday **>** Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav > Swati > Thasneem -1 > Vibhay (PTO) *Abhyuday is marked by considering only Jaspreet's case count.*

Ideal Scenario, no bold/-1:

Let say bin ended as follows:	R2: Abhyuday (PTO) **> Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav** > Swati (BM)> **Thasneem** > Vibhay (PTO)
Then bin for next day will be: <mark>Abhyuday is returning from PTO.</mark>	R1: Abhyuday **>** Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav > Swati > Thasneem > Vibhay (PTO)
In this case, queue will start from Abhyuday only.	

The person last in queue have no one towards their right, hence for that person we will only check the person to their left.

When the baseline is as per bold:

Let say bin ended as follows:	R2: Abhyuday **> Jaspreet > Jigyasa >** Padmini > Poojitha > Pranau > Pranav > Swati (BM)> Thasneem > Vibhay (PTO)
Then bin for next day will be: <mark>Vibhay is returning from PTO.</mark>	R1: **Abhyuday > Jaspreet > Jigyasa >** Padmini > Poojitha > Pranau > Pranav > **Swati** > Thasneem > Vibhay *Vibhay won't be marked as bold since towards his left is Thasneem and she is not bold.* *Queue will start from Padmini.*

When the baseline is as per -1:

Let say bin ended as follows:	R2: Abhyuday (PTO) **> Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav >** Swati (BM)> Thasneem > Vibhay (PTO)
Then bin for next day will be: <mark>Abhyuday is returning from PTO.</mark>	R1: Abhyuday **>** Jaspreet > Jigyasa > Padmini > Poojitha > Pranau > Pranav > Swati > Thasneem -1 > Vibhay (PTO) *Abhyuday won't be marked as -1 since towards his right is Jaspreet and she is not at -1.* *Queue will start from Thasneem (-1).*