

# Developments In Business Simulation & Experiential Exercises, Volume 19, 1992

## A DEMONSTRATION: AN EXPERIENTIAL PROCESS FOR EXPLORING QUALITY AND PRODUCTIVITY IMPROVEMENT

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### INTRODUCTION

This demonstration presents an overview of an experiential redesign process for exploring the interactions of management, engineering and production technologies. The critical criteria can focus on improving quality and productivity. Outlined below is the demonstration process. Key to the redesign experience is an existing production process. Described below is the production process selected for this demonstration.

### DEMONSTRATION PROCESS

1. To demonstrate an experiential process that requires participants to take responsibility for redesigning a production process, also to participate in developing a learning agenda. (See referenced conference paper for details.)

#### Participants

Twenty (20) conference attendees Thirty (30) individuals may view process and participate in discussion.

#### Time Required

One hour.

#### Resources

1. Production process exercise.
2. Process redesign and learning paradigm overview presentation.
3. Redesigned process video presentation.

#### Physical Setting

One large room (40x40 feet) to be used as a production and discussion area preferable with a separate viewing area

#### Process

1. The conference attendees will do the production process (25 minutes)
2. The participants discuss problems and correction methods (5 minutes)
3. The facilitators will describe the participant redesign assignment and learning paradigm used in the full experiential process (10 minutes)
4. A video of a redesigned process will be presented (5 minutes)

5. A discussion of the experiential process will follow the exercise (10 minutes)

### PRODUCTION PROCESS

To provide a basis for examining management and engineering processes in the context of a production process that requires redesign.

#### Participants

Twenty optimum.

#### Time Required

Twenty minutes.

#### Resources

Organization instructions (20 sets)  
Individual role instructions (20 sets)  
Tables approximately 2-1/2 x 8 feet (8)  
Chairs (20)  
Rulers (8)  
Scissors (8)  
Staplers (8)  
Paper - plain 8 1/2x11 inches (1 ream)  
Video camera and tape (optional)

#### Physical Setting

One large room (approximately 30 x 35 feet) to be used as a production area

#### Process

1. The participants act as employees and perform in various organizational roles.
2. The participants will produce a product for 20 minutes.
3. The participants will critique the process.

#### Reference

Mandeville, David E. & Mary Y. (1992), "Exploring Quality and Productivity Improvement: Using An Experiential Process", Association for Business Simulation and Experiential Learning Proceedings

Pasmore, William A. & Sherwood, John J (1981), "An Exercise Created for Demonstrating Sociotechnical System Analysis Techniques", unpublished, of Case Western Reserve University and Purdue University, respectively.