

# Fact Sheet

# The Stocking Factory

THE PROCESS PROS ■ your gateway to process improvement

**THE STOCKING FACTORY.** A challenging, engaging and energizing team exercise.

### THE STOCKING FACTORY. WHY?

The Stocking Factory can be used for multiple learning objectives, including but not limited to:

- Enrich knowledge, talents and skills of staff in team performance;
- Improve practical skills to fulfill staff's day-to-day roles individually as well as in a team;
- Align the teams to a shared vision;
- Enhance collaboration within teams or across 'silos' within an organization;
- Challenge the status quo and explore a paradigm shift;
- Drive continuous improvement to processes;
- Identify common ground among goals.

### THE STOCKING FACTORY. WHAT?

The Stocking Factory itself is a standardized team exercise. As a well-established tool, it brings out revealing results and guaranteed fun. Through the exercise, characteristics of team members and members' behavior patterns in a given operation process (stocking production and delivery) will be observed.

The participating team will:

1. Design the process of delivery and agree on roles and responsibilities;
2. Execute the process by delivering orders to the customers;
3. Evaluate team performance and customer satisfaction;
4. Define improvements to the process, organization and roles;
5. Implement the improvements by executing the process once again;
6. Assess team performance and customer satisfaction and celebrate better team performance.

The Stocking Factory engages team member in a fun way that also draws great insights into process improvement and team performance. Then the team convert insights into transforming principles that is applicable to their challenges. Most principles are competitive to various scenarios, so that the exercises can be adopted to address various challenges that are seen most often. Some of the principles include:

- Work smarter instead of harder;
- Hear the voice of the customer and connect to the customer;
- Effective team performance is more than many hard-working individuals in silos.





## The Stocking Factory

### THE STOCKING FACTORY. HOW?

The Stocking Factory works most effectively as part of a 3-step program that is tailored to address specific challenges within a defined scope.

#### 1. Pre-workshop study

The Process Pros will carry out interviews with team members or leaders to specify challenges and scope, set learning objectives.

#### 2. The workshop

The Process Pros will facilitate a workshop, including the Stocking Factory exercise, in which the team works on the challenge.

#### 3. Post-workshop support

The Process Pros will support the implementation, and have 1 or 2 follow up sessions with the team to sustain the results that come out of the workshop. This is optional as needed.

The workshop consists of 3 parts:

#### 1. Introduction

The Process Pros will share findings from pre-workshop interviews, introduce best practices or new theoretical insights that are applicable to tackle the challenge. The team will deepen their understanding of the challenges.

#### 2. The Stocking Factory

The team will carry out the Stocking Factory exercise. The Process Pros will facilitate the observation, evaluation and improvement exploration.

#### 3. Application

In group discussions, the team will be asked to explore solutions to their challenges by applying the insights gained in the introduction and the Stocking Factory exercise.

**THE STOCKING FACTORY.** Have Fun, Gain Insights, Share Outcomes.

### THE STOCKING FACTORY. THE DAY AFTER.

“The Process Pros presented strong metaphors for our team that could easily be extrapolated to our own work environment and process challenges in our day-to-day practice. Throughout the workshop we discovered many opportunities that challenged our traditional ways of thinking, and caused a valuable paradigm shift towards a simplified and control-focused process mindset. Besides, it was lots of fun doing The Stocking Factory team-building exercise – highly recommended!” a Telus’ manager.