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Quality seminar for WIL leading to value management and innovation

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Phases of the serious game

Phases	Thematic	Focus is made on	Main focus
Phase 8	Ethics	Environment* (society)	Social responsibility
Phase 7	Financial approach	Environment* (shareholder)	Finance
Phase 6	Lean	Internal / external client	Capacity
Phase 5	Waste reduction	Organisation*	Value management
Phase 4	Continuous improvement with hazards	Installations*, Man*	Logistics
Phase 3	Continuous improvement technique	Final client	Quality management
Phase 2	Methods of problem solving	Process*	Standardization
Phase 1	Initialization	Product*	Production

* with respect to the fields of capacities in the IESP professional profile: Product, Process, Installation, Man, Organization, Environment

Pedagogical goals

To mentor the increase of management skills using a real scenario (serious game developed in partnership with SNECMA) based on a virtuous training process.

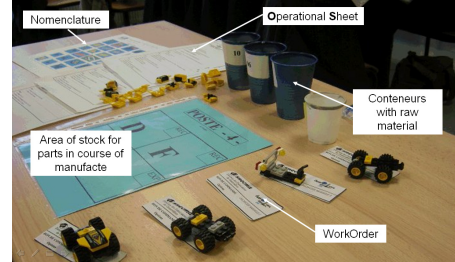


Fig. 1 : Assembly station in the JAT-QT@ workshop

3 – Management, Influence



Active listening	all along the seminar
Customer Focus	Teacher will frequently remind the group of the result required
Impact and Influence	Negotiation outside the period of game
Political acumen and network	-
Developing Others, transfer	Depending on the group
Leadership	Observation, analysis and debriefing (feedback)

2 – Analysis and realisation



Analytical Thinking	During debriefing (contribution from teacher)
Conceptualization - ability to synthesize	Contribution from others and teacher
Curiosity - research information	Generated or motivated thanks to errors (newspapers)
Rigor	Teacher will demonstrate the no-quality due to lack of rigor in the implementation
Initiative - Anticipation	Risk analysis (blank card phase, chosen event)
Innovation	Mix groups, diversity of origin, company field, culture
Achievement	Within success or thanks to the success

1 – Personal effectiveness



Self-control	Conflictual situation / situation leading to difficult argumentation and conflict
Self confidence	Within success
Personal Commitment	Game – competition
Adaptability	Reaction to others and to events
Teamwork	Teamwork (reflection / discussion...)
Cultural adaptability	Mix groups, diversity of origin, company field, culture
Transversality	Mix groups, diversity of sector and position or mission (services, production...)

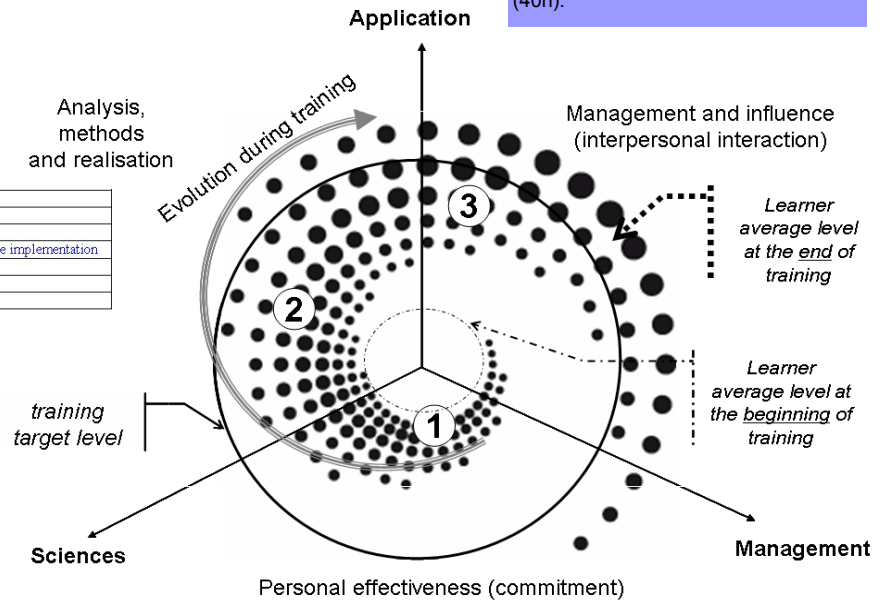


Fig. 2 : learner personal evolution during training and key moments of the training, i.e. the seminars:

- (1) Communication and personal development
- (2) Value Management and Quality
- (3) International culture (overseas)

Debriefing by François L.
(Renault, Polytech'Lille graduate, production fiel in partnership with ITII N-PdC, 2009)

« I really understood that we must take the necessary time for observation. In everyday life, we often forget it and waste energy in the mistaken belief that we should focus on problem. The time we think lost looking around for a general view for analyse and step back is actually a real investment identifying roots of problem and further savings times and maintaining serenity »

Results of the scenario

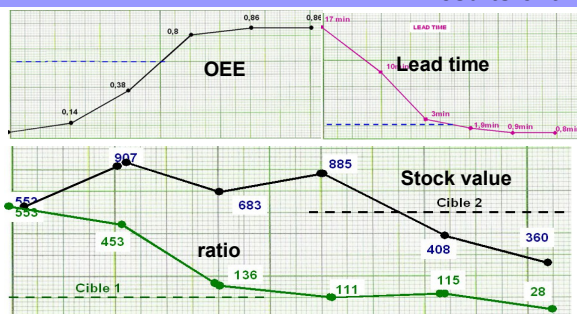


Fig. 3 : 4 metrics allow the evaluation of the performances of the company:

- Overall Equipment Effectiveness (OEE, TRS)
- Lead time
- Stock value (valeurs d'en-cours)
- Ratio : stock value divided by number of car produced

Evolution of the group is therefore measured thanks to the final production that depends on:

- group cohesion
- adapted and convenient implemented actions with regard to the preliminary analysis and feedback from previous phases in the game.