

## Types of Observations — Worksheets

①	<b>Organization:</b>	<b>Unit:</b>	<b>Location:</b>	<b>Function:</b>	<b>Date:</b>																										
	ABC MFG.	#2	Workcell #5	Final assembly	xxx/xxx/xx																										
<b>Purpose of observation:</b> Cycle time reduction		<b>Sample/selection process:</b> Random sampling		<b>Observer:</b> W.J.M.																											
<b>Observations at their work location:</b> <ol style="list-style-type: none"> <li>1. Workstation 4 &amp; 5: Combine tasks?</li> <li>2. Operators at workstation #4 wait for work</li> </ol>																															
②	<b>Observations at customer site:</b> <ol style="list-style-type: none"> <li>1. Product "A" – insufficient stock</li> <li>2. Sales people point to sharp edges – product "D" packaging</li> </ol>																														
③	<b>Observations at test site:</b> <ol style="list-style-type: none"> <li>1. Unit's power supply gets extremely hot</li> <li>2. Frequent circuit breaker tripping</li> </ol>																														
④	<b>Observations by "mystery shopper:"</b> <ol style="list-style-type: none"> <li>1. Waited (20) minutes at "appliances" – Station "B"</li> <li>2. Station "F" rep. very helpful in locating item "X"</li> </ol>																														
⑤	<b>Monitoring of telephone calls</b> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>1. Complaint handling</li> </ol> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="3">Call duration</th> </tr> </thead> <tbody> <tr> <td>#5</td> <td>– 1.5</td> <td>Minutes</td> </tr> <tr> <td>#11</td> <td>– 2.5</td> <td>Minutes</td> </tr> <tr> <td>#16</td> <td>– 1.0</td> <td>Minute</td> </tr> </tbody> </table> </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> <li>2. Recording complaints</li> </ol> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="3">Complaint type</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>– Service</td> <td>### I</td> </tr> <tr> <td>B</td> <td>– Exchange</td> <td>## II</td> </tr> <tr> <td>C</td> <td>– Payment</td> <td>## III</td> </tr> </tbody> </table> </td> </tr> </table>					<ol style="list-style-type: none"> <li>1. Complaint handling</li> </ol> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="3">Call duration</th> </tr> </thead> <tbody> <tr> <td>#5</td> <td>– 1.5</td> <td>Minutes</td> </tr> <tr> <td>#11</td> <td>– 2.5</td> <td>Minutes</td> </tr> <tr> <td>#16</td> <td>– 1.0</td> <td>Minute</td> </tr> </tbody> </table>	Call duration			#5	– 1.5	Minutes	#11	– 2.5	Minutes	#16	– 1.0	Minute	<ol style="list-style-type: none"> <li>2. Recording complaints</li> </ol> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="3">Complaint type</th> </tr> </thead> <tbody> <tr> <td>A</td> <td>– Service</td> <td>### I</td> </tr> <tr> <td>B</td> <td>– Exchange</td> <td>## II</td> </tr> <tr> <td>C</td> <td>– Payment</td> <td>## III</td> </tr> </tbody> </table>	Complaint type			A	– Service	### I	B	– Exchange	## II	C	– Payment	## III
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