



DISCOVERY LEARNING®

Better resources. Better leaders. Better results.



Paper Planes, Inc.® is an award-winning simulation about doing things better. It helps participants experience the powerful payoff from systems reengineering and process improvement. The simulation helps them gain first-hand knowledge about the cost and waste inherent in a dysfunctional system. It helps participants focus on creating systems that respond to changing conditions and customer needs. It's about total quality, waste reduction, high performance and

customer satisfaction coming from people who now realize they are in control of making it happen.

Through *Paper Planes Inc.*® participants:

- **Experience**
 - Problems inherent in compartmentalized work
 - Barriers to team-based change
 - Effects of participation on ownership and commitment
- **Are exposed to**
 - Elements of successful work redesign and re-engineering
 - Ways to build learning teams and continuous improvement
- **Learn about**
 - The critical connections between systems quality and a customer orientation
 - New paths to continuous improvement
 - Work redesign and its effect on cost and quality

Paper Planes, Inc.® is an innovative simulation:

- **Exploring** the powerful effects of system redesign and process improvement on workflow and production
- **Quickly revealing** barriers to organizational success
- **Providing** insights into creative solutions.
- **Effectively transferring** workshop learning to the workplace

***Paper Planes, Inc.*®**

Reveal the connection between teamwork, systems thinking, and organizational success

The Simulation

Participants are employees of an aircraft manufacturing company. Each participant plays an individual role in the production process, i.e., assembler, inspector, tester, etc. The group has an opportunity to sell as many planes as they can manufacture that meet specific visual and performance quality standards as defined by the customer.

The simulation consists of three production runs. After each, the group members meet to discuss and evaluate their efforts measured by production cost, quality, customer satisfaction, delivery time and worker satisfaction. After evaluating the effectiveness of their efforts, the workers are allowed to redesign the production process to their own specifications and to produce planes. Again production is evaluated afterwards. Several interventions from the customer complicate the work redesign and production process.

Production Runs

Run #1 - Functionally Designed System:

Participants manufacture the planes using an established production design.

Run #2 - Group-Designed System:

Participants experience first-hand the impact of employee involvement on quality, cost, commitment and morale by working with a system they have designed.

Run #3 - Continuously Improving System:

Participants learn that through collaboration and continuous improvement efforts, significant changes take place. These are changes that are easier to implement and maintain because of the participants' ownership of the change process.

Appropriate for 12 to 30 participants.



“The participant response to Paper Planes, Inc. is overwhelmingly positive because it brings forth an awareness of the power they possess to change systems in their work life.”

Materials

Supply Kit contains:

- Materials needed to assemble the planes (Package contents vary with number of participants as specified when ordering.)
- Participant workbooks that describe the roles in the production process and that guide the participants through three production runs

Tool Kit contains:

- Re-usable supplies
- All equipment needed i.e. rulers, glue guns, scissors, etc.

Facilitator Guide provides:

- Step-by-step instructions for the facilitator role
- Setup guidelines
- Debrief details
- CD with auto-calculating Worksheet Software

Facilitator Training Video includes:

- Example of simulation set-up
- Demonstration of simulation and debrief

*Paper Planes Inc.[®] works well with:
Change Style Indicator[®]
Decision Style Profile[®]
Discovery Leadership Profile[™]*