

[Y/R]

**Situation:** Presentation of action plan to improve production.

**Manager role:** Mr./Mrs. Knows-it-all (Blue).

You have asked one of your team members, Sunny, to develop an improvement plan for production, which is due today.

You are an observant and methodological person, who values deep analysis and valuable insights. You also have strict observation for company policies and processes, following procedures to the point.

You are very interested to see the plan that Sunny will present to obtain a 10% improvement in production KPIs. You are expectant to see if Sunny followed your very detailed and specific instructions, conducting all of the statistical analysis and developing Ishikawa diagrams, identifying causes and effects, in order to deep dive in detail into each of the proposed actions to achieve this important goal. It is extremely necessary to outline every step to ensure this.

You know that Sunny has a magnetic personality, that is easily shown, and makes him/her a very valuable team member. People describe Sunny as being funny, cheerful, not a worry wart at all; and always has an optimistic view; however, you know that Sunny frequently bends or ignores the standards that are necessary to achieve success.

Your mission is not to get carried away by Sunny's charisma. You are determined to thoroughly evaluate the improvement plan, ensuring this proposal has a sound and solid basis for reaching conclusions and presenting recommendations.