Level 3 Creative problem solving (7540-388)

e-Quals
Assignment guide for Candidates
Assignment B

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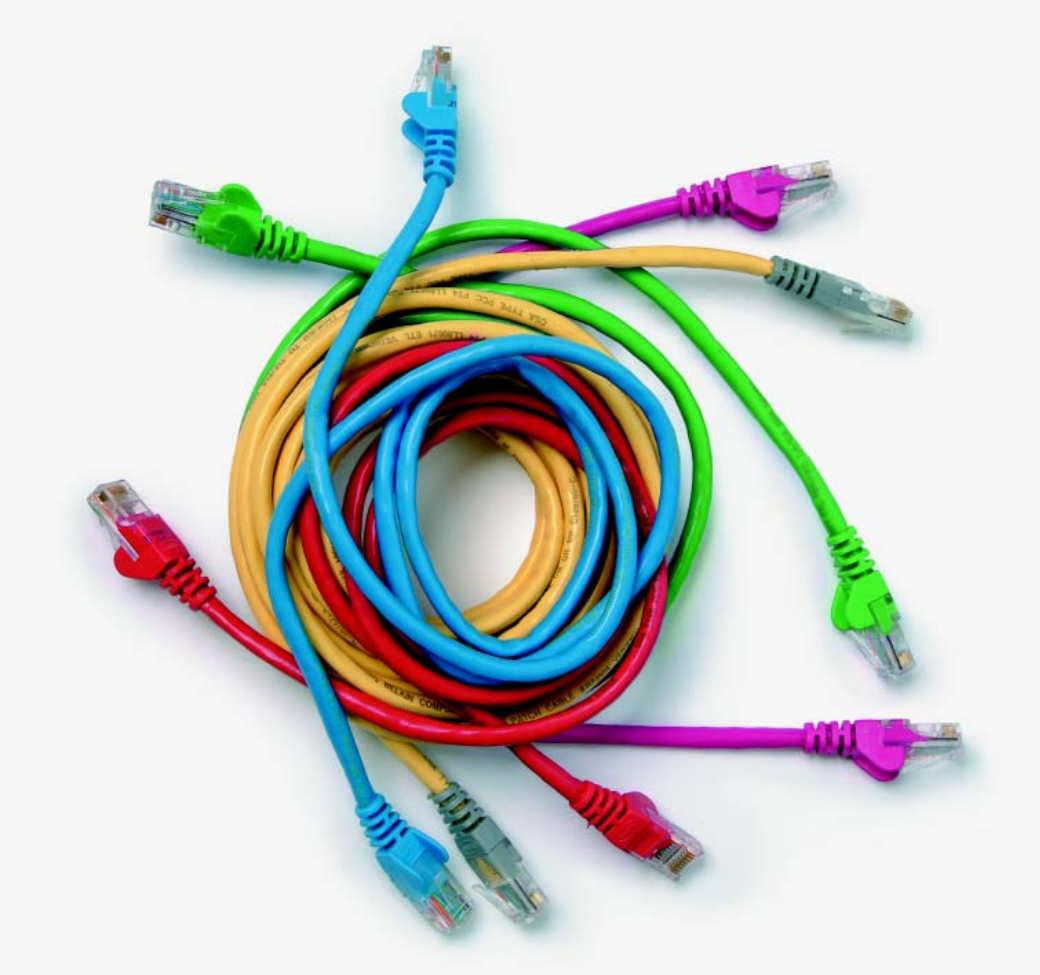

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Level 3 Creative problem solving (7540-388)
Assignment B
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 3 Creative problem solving (7540-388)

Health and safety
You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance
The recommended time allowance for this assignment is 2 hours.

Level 3 Creative problem solving (7540-388)
Candidate Instructions

Time allowance: 2 hours

Assignment set up:

This assignment is made up of **three** tasks

- Task A – Identify and analyse the problem
- Task B – Plan, monitor and evaluate a proposed solution to the problem
- Task C – Review the problem solving approach and the proposed solution

Scenario

You work as the Senior IT technician in Quinny's, a 24 hour independent supermarket situated within a large shopping centre. There are 25 manned checkouts and 16 self-service checkouts, and the stock control system is electronically linked to the Distribution Centre via the checkouts. The supermarket operates a JIT (Just in Time) system of stock control, so that there is only 24 hours worth of stock in the building's storage facilities. It is therefore important that there is a continual flow of stock flowing through the business. At 5.00pm on Saturday afternoon the system suddenly crashes and all the manned checkouts stop being operational. Your junior technician identifies that there is virus in the system that needs to be removed.

You have been asked by the Store Manager to fix the problem and to ensure that all checkouts are operational by opening time on Monday morning at 8.00am.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Identify and analyse the problem

1 Describe how the following techniques can be used to obtain information on the problem.

- Brainstorming (thought showers).
- Facilitation (group).
- De Bono's 6 thinking hats.

2 Using the BOSCARD template, create a written problem statement that clearly defines what the problem in the scenario actually is and what would be required.

3 Use the problem statement to create a written impact statement on the time, cost and staffing issues.

4 Apply the Ishikawa (fishbone) diagram technique to the problem and produce an analysis to look at the potential causes and solutions to the problem.

5 Describe how the following techniques might be used to collect data.

- Interviewing.
- Sampling.
- Surveying.
- Tally sheets.
- Benchmarking.

6 For the given scenario, give an example of how you would use **one** of the techniques in Task A5.

7 Describe how the following techniques could be used to analyse the collected data.

- Critical review.
- Pareto analysis.

8 Identify **two** alternative solutions. Give **one** benefit **and** the corresponding effort for **each**.

Task B – Plan, monitor and evaluate a proposed solution to the problem

1 For your preferred solution, produce an implementation plan which shows at least **six** tasks and their associated timescales using a Gantt chart or similar technique. A Gantt chart template is provided.

2 Using the implementation plan created in Task B1, justify the preferred solution together with its corresponding implementation approach by means of a short report.

Task C – Review the problem solving approach and the proposed solution

1 Based on your implantation plan, identify **three** potential problems that might occur **and** state how you could resolve them.

2 Assuming you have successfully implemented your solution, describe how success will be measured.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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