Work System Snapshots:
an introductory in-class exercise
Exercise: using work system snapshots

- Form groups of three or four
- Receive a work system snapshot from someone else
- With no prompting from the person who gave it to you, explain to the other two people in the group the work system snapshot that you received.
Exercise:
using work system snapshots – part 2

- Define at least two internal metrics
  - Related to the process, participants, information, or technology

- Define at least two external metrics
  - Metrics for the products and services from the customer’s viewpoint
Exercise
using work system snapshots—part 3

- Why is it important to limit a work system snapshot to one page?
- What makes work system snapshots as clear as possible?
- How should an analysis proceed from this point?
Exercise: using work system snapshot – part 4

- The work system snapshot helps identify the system that is being analyzed

- Assuming that the analysis started with a set of problems, issues, or opportunities, how should the analysis proceed from here?