

Welcome to Ye Old Pen Factory!

We are glad to have you on board! Your work here is important. Please remember—quality and customer service are Job One!

For part 1 of this simulation, your job will be:

___ Assembler on the manufacturing line

___ Housing assembly

___ Clicker-inserter

___ Spring assembly

___ Packaging

___ Manufacturing supervisor

___ Quality manager

___ Shipping manager

___ Logistics and supplier quality

___ Customer service/warranty manager

___ Housing supplier--local

___ Spring Supplier-local

___ Packaging and Ink supplier-local

___ Customer

** You can sell 10,000 pens per day. Your margin is \$0.10 per pen.

For part 2 of this simulation, your job will be:

___ Assembler on the manufacturing line #1: St. Paul, MN

___ Housing assembly

___ Clicker-inserter

___ Spring assembly

___ Packaging

___ Manufacturing supervisor

___ Quality manager

___ Logistics and supplier quality

___ Customer service/warranty manager

___ Customer

___ Assembler on the manufacturing line #2: Gangzouh, China

___ Housing assembly

___ Spring assembly

___ Packaging

___ Manufacturing supervisor (you are responsible for ordering supplies)

___ Quality manager (you are responsible for tracking and improving quality issues)

___ Logistics and supplier quality (you are responsible for reporting quality issues back to suppliers)

___ Customer

___ Housing supplier: Germany

___ Spring Supplier: California

___ Packaging and Ink supplier: Japan

** You can sell 1,000,000 pens per day. Your margin in \$0.08 per pen.