



NZQA accredited and registered provider

ANSWER BANK

OUTCOME ONE







Describe effective use of time in relation to priorities.

1. Read the following scenarios and answer the questions that follow.

When Susan arrives at work at 8am her boss tells her that she needs her to look after the workshop for the day. He gives Susan a job sheet that lists the tasks that he wants Susan to carry out. Susan sits down to plan her day.

To help Susan organise her day please indicate for each task its importance and urgency (please circle as appropriate) and explain your answer.

Jobs to be completed	Urgency	Importance
Model: Festiva Replace broken windscreen Customer to pick up at 1.30pm Time allowed: 60mins allow (60 minutes for glue to set)	Urgent Non Urgent	Important Non important
<p>Explain your answer:</p> <p>Car does not need to be ready until 1.30pm, but must be started no later than 11.30 in order to be ready for the customer to pick up. It is important that the job is completed.</p>		
Clean the workshop UTE if there is time	Urgent Non Urgent	Important Non important
<p>Explain your answer:</p> <p>Although non urgent, cleaning the UTE is important for maintaining the safety of the vehicle.</p>		
Order new windscreen for the Festiva. Allow 3 hours for the supplier to drop off.	Urgent Non Urgent	Important Non important
<p>Explain your answer:</p> <p>Susan must order the windscreen before 8.30am so that they will be in the workshop ready for no later than 11.30am.</p>		

Jobs to be completed	Urgency	Importance
Set the alarm before closing the workshop at 5pm	Urgent Non Urgent 	Important  Non important
<p>Explain your answer:</p> <p>This task is not urgent as it does not need to be done until late in the late however it is important that is secured properly.</p>		
Ring the 10 customers from the work plan to confirm bookings for tomorrow	Urgent Non Urgent 	Important  Non important
<p>Explain your answer:</p> <p>This task is not urgent as it can be completed at any stage during the day however it is important that bookings are confirmed so that work plan is correct for the following day.</p>		
If you have time, count the nuts and bolts in the trays for next week's stock take	Urgent Non Urgent 	Important Non important 
<p>Explain your answer:</p> <p>This task is not urgent or important as it can be completed on another day when Susan is not as busy.</p>		

2. Read the following scenario and answer the question that follows.

While rushing to complete a service on a car for a customer Susan has bumped the oil collection tray and oil is now spilling onto the workshop floor. What action should Susan take?

Susan must deal with the oil spill straight away. She should stop working on the service and reposition the collection tray to make sure that no more oil spills. She should then deal with the spill using a spill kit.

3. Read the following scenario and answer the question that follows.

Susan's boss has asked her to check and tag all the electrical tools and equipment in the workshop to ensure that they are working safely. Describe a system that Susan could use to complete this task by the end of the week.

Susan needs to make a checklist of all the electrical tools and equipment in the workshop. She should then use her downtime to check each item. Once checked she should record the result on the checklist. This is an important task as faulty electrical tools are very dangerous and should not be used.

OUTCOME TWO

Describe methods to facilitate efficient use of time in dealing with priorities.

- 1. When designing an automotive workshop it's important that the layout ensures that technicians are not wasting time. Complete the table by describing how time management is considered when locating each of the following:**

Tool shadow boards	This ensures that technicians can easily and quickly access tools. Avoids downtime for the workshop.
Writing desk	When a technician has completed a service repair they are expected to complete the relevant paperwork. Having a desk in the workshop means they can easily and quickly do the paperwork before moving on to the next job. This saves them time and ensures that the all priorities can be met.
Layout of Hoists	The workshop has put in as many hoists as safely possible. This means the technicians can save time using the hoists rather than using jacks and axle stands which take longer. They also shouldn't have to wait to use a hoist as there are enough for each technician.
Water cooler	Having a water cooler in close proximity to where the technicians are working means they don't waste time going elsewhere and potential distractions are limited. It allows them to stay on track and achieve their priorities.
Clock	Having a clock close to where the technicians are working means they can keep on track with the allocated time for each job.
Toilets	Having toilets close to where the technicians are working means that down time is reduced when technicians need to us the toilets and also provides close access to basins and showers for hygiene reasons and for dealing with burns and cuts.
Waste oil drums	Having waste oil drums close to where the technicians are working means that down time is reduced when technicians need to dispose of oil and also makes it less likely for oil spills as technicians haven't got too far to go carrying the oil.
Daily wall planner	Having a wall planner close to where the technicians are working means that down time is reduced as technicians do not need to wait to speak to their supervisor to find out their next job.

- 2. Describe the tools and systems that service advisors commonly use to ensure that they can meet their priorities (that is cars getting repaired on time).**

The service advisor can use a planner (manual or electronic) to plan the day. All the details of the job and when the customer wants the car can be recorded on the planner. Both technicians and service advisors can easily see exactly what is booked in then.

- 3. In a busy workshop technicians can often be given up to 10 vehicle servicing tasks in a day. Describe a good method that technicians could follow to ensure that they do not forget to complete all these tasks by the end of the day.**

The technician can use a diary or a wall planner to tick off each task as it is completed to make sure that they have completed all the tasks for the day.

4. Read the following scenarios and answer the questions that follow.

<p>While on her lunch break Susan's friend calls in and asks her to drop her into town to go shopping as her car is out of petrol. If Susan agrees she will be 10 minutes late back for work.</p>	
<p>In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?</p>	<p>The matter is not urgent. Susan should have explained to her friend that she could not drop her off as she would be late back to work. Susan could have offered her friend some money for petrol.</p>
<p>What should Susan do to ensure that visitors do not distract her from her work again?</p>	<p>Susan should advise her friends of her break times and ask that if they have to visit they only come during these times.</p> <p>Or she could ask the front counter staff to advise any visitors to call back on her break times</p>

<p>While talking to a customer Susan's mobile phone rings. She can see that it is one of her friends calling.</p>	
<p>In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?</p>	<p>She should not answer the mobile phone, but allow the call to go to voice mail and ring back during an official break</p>
<p>What should Susan do to ensure that telephone calls do not distract her from her work again?</p>	<p>Susan's options could be: Leave her phone in the locker Turn her phone off Advise friends or family to ring only during break times Or leave a message on her phone that explains she is busy</p>

While talking to her supervisor Susan's receives a text message on her mobile phone.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

Susan should ignore the text until her next scheduled break

What should Susan do to ensure that written communications do not distract her from her work again?

Susan should advise friends and family to text only during break times
Or switch off her phone or leave it in her locker

While in charge of the office Susan has her headphones on and is listening to music on her iphone. The telephone is ringing but Susan can't hear it.

In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?

Susan should not be listening to her music when she is working.

What should Susan do to ensure that her work environment does not distract him from her work again?

Susan should not use her phone to listen to music
Or switch off her phone or leave it in her locker

Susan has volunteered to organise the workshop end of year party. She decides to call a meeting for all staff at lunchtime. Only two staff members turn up for the meeting as most are too busy. Susan decides then to ring all the staff, in the meantime she has forgotten to pick up some parts for her supervisor and she is now in trouble.

<p>In this situation what should Susan do to make sure that she does not waste too much time on this non urgent matter?</p>	<p>Susan should leave ringing the staff until after work as it is a non urgent matter.</p>
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<p>What should Susan do to ensure that meetings do not distract her from her work again?</p>	<p>She should organise non urgent meetings before or after work. She could check if the meeting is necessary, maybe it could all be organised by email which could be sent in her down time.</p>
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Susan has been asked to pick up some parts from a supplier across town. She is expecting her friend to visit her in the workshop shortly so she decides to pick up the parts later. When she eventually leaves she gets stuck in school traffic and the supplier is closed when she gets there. She returns to work without the parts and her boss isn't impressed.

<p>In this situation what should Susan do to make sure that he does not waste too much time procrastinating?</p>	<p>Susan needs to get her priorities straight. She should have left to pick up the parts when she was asked. She needs to inform her friends that they should not be visiting her during working hours.</p>
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