

EVIDENCE GATHERING FORM

EVIDENCE NO:	
DATE:	11/09/2018

DIRECT OBSERVATION
QUESTIONS
PRODUCT

REFLECTIVE ACCOUNT
EXPERT WITNESS
WITNESS TESTIMONY

PLEASE NOTE: All names in this record have been changed.

CANDIDATE NAME:	EMMA GARRITY
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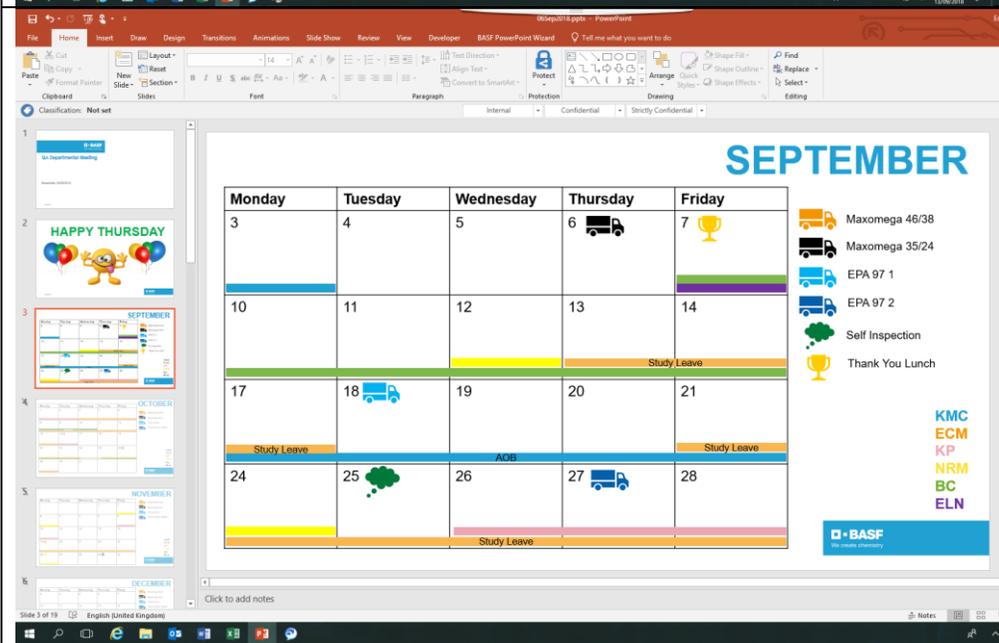
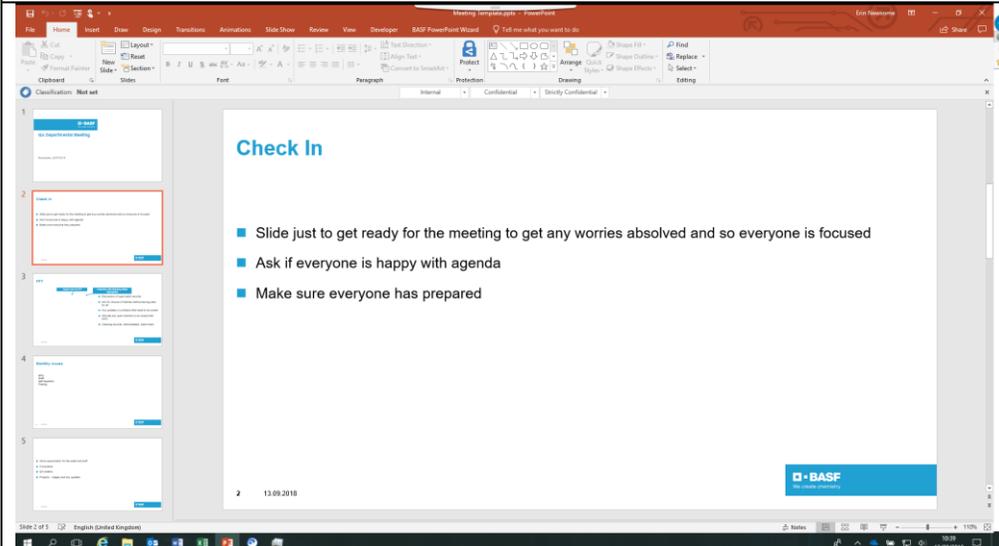
EVIDENCE- Unit S419 Explore Ideas for Innovation in a Business Environment	Unit, Pls	Knowledge
QA have a weekly departmental meeting every Thursday to discuss general matters from within the team, as well as with the site overall. I had noticed on Thursday 02Aug2018 that they were not very interactive and there was a lack of involvement from all staff members. This then caused the atmosphere to feel forced and consequently hindering its purpose of keeping the team informed and engaged in plant activities. I then approached my manager and mentioned that the meetings were hard to follow and that I had a few ideas on a new way to approach this. My manager then organised a discussion with myself to talk about the new ideas, alongside the Quality Assurance Officer (QAO) who ran them every week. For the project I researched how meetings can be held and their usefulness in certain situations. I read reports and papers people had gathered online and developed my own ideas from this. I did this by researching cases online of companies who had tried different techniques to keep their teams engaged and the effectiveness overall. I found that weekly assemblies need to be structured and engaging so that the same things aren't being discussed repetitively as this makes it uninteresting and very difficult to engage with. The advances I made were very positive towards the development process and helped generate new and exciting concepts for the team. Alongside this, the brief I was given by my line manager, helped me to create the initial plan for the project. I made sure to comply with the organisation aims of communication and honesty as well as the objectives set by my line manager relating to making participation more engaging and interactive for everyone involved.	S419.1 S419.2 S419.3 S419.4	S419.3
I spoke with the QA team and found their views on what they would like to discuss. I spoke with each of the QAOs individually and found that they all agreed that the meetings were monotone and found them to be unnecessary every week as we went over the same things. I then explained to them some of the research I had conducted and how I wanted to apply it to a new format; explaining that I wanted to create a PowerPoint that I updated every week with information that was relevant to our job roles which would help with our development. I made sure to ask questions that would help me extend my own ideas, because my knowledge on plant processes is still limited and therefore I needed to make sure that I was including the most important topics from plant to keep them team updated.	S419.6 S419.7	
On Tue 21Aug2018 I had a meeting with my manager to present my findings and a rough proposal to see how I was doing with the design and concept of the new meeting. I also wanted to clarify the document requirements as it was a big presentation and I wanted to make sure it was	S419.8 S301.4 S311.9	S311.4

right. I set up the PowerPoint and went through all my ideas making sure to explain my thought processes and research thoroughly and clearly. Once I had finished my presentation my manager gave me feedback on the things that I had missed out as well as things that he had thought of that he wanted the team to discuss. My manager also wanted the layout to change so that it was a bit more of an interesting visual aid as a presentation. I took on their comments and showed a willingness to adapt to feedback and changed the presentation. When redesigning the presentation, I made sure to make it creative and colourful whilst still being clear in displaying the relevant information. Below you can see the difference between the two drafts of the presentation and how I adapted to the feedback.

S308.15

S301.10
S301.11

S419.9



S419.10

S311.5

For the meeting I wanted to make sure that the presentation was attractive for the team and also that the content was appropriate and of high quality. The resources I used for producing this high quality and attractive document were mostly found in PowerPoint. I used the clip art feature to make the headings stand out, as well as using the table tool to create the calendar for the week. I used text boxes to show the different colour and classifications for annual leave which makes the document attractive. I also used the symbols tool to create a symbol for key dates within the month which made it more visually appealing and engaging. The purpose of making a document high quality and attractive is important as it makes the document more appealing to read/observe which keeps the reader interested and

S311.6

S311.6

S311.1

<p>more engaged. This then helps with the presentation of the document as it gives a better chance of success when presenting it. I used different formats for the text in the powerpoint to be displayed. I used headings to highlight the importance of the information on the slides and I also used text boxes for the keys on the right hand side of each of the slides.</p>		<p>S311.3</p>
<p>As a formal proposal to the team I decided to run our weekly meeting with the new setup on 06Sep2018. This was to get the teams feedback and also to convince and sell them on the new format. I recognised that this was a risk as the new format might not have worked and the whole new set-up may be inappropriate for the nature of the information. However I chose to do this anyway as I wanted genuine reactions and feedback to determine whether or not my ideas were viable and appropriate for the meeting. For this I used the new presentation I had created; displaying and running the meeting using real figures and shipping dates for the month, explaining annual leave, the status of batch records as well as the usual things we discussed to keep familiarity into the meeting. The QAO's were happy to provide feedback and picked up on mistakes I had made when it came to names as well as status of records. This helped me develop the meeting for further dates and to double check everything before I display it. I reflected on the mistakes I had made and will make sure from now on to double check all information I display.</p>	<p>S419.11 S419.12 S308.21 S419.13 S301.6 S301.7</p>	<p>S419.6 S419.12 S308.18</p>

ADDITIONAL EVIDENCE AND CLARIFICATION

<p><i>This might be used to record additional questions, or the candidate may use it to write an additional paragraph.</i></p>		
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COMMENTS/FEEDBACK TO CANDIDATE

If witness testimony used please state who supplied testimony and relationship to candidate.

<p>Witness Signature (if applicable):</p>	
<p>Candidate Signature:</p>	
<p>Assessor Signature:</p>	
<p>Date:</p>	