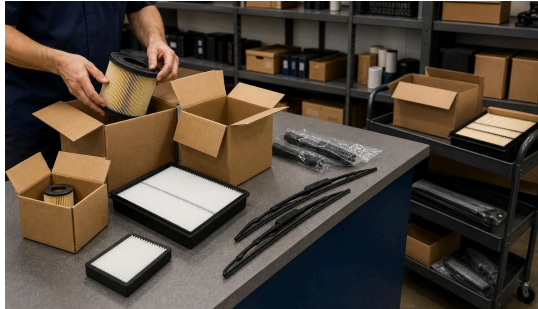




Short Parts Order

DECISION MAKING · WHICH WOULD YOU PICK

Frances is already sorting a short parts order at the service counter, with the packing slip tucked under a brake rotor box. The morning delivery was missing two cabin filters, so the supervisor asked her to shelve the rest and mark the shortage. Frances has put every delivered item in its bin, including the wiper blades that go in the tall rack by size. The service bay is waiting on one starter, and the completed order is sitting on the return cart. No one has compared the bins, the cartons, and the packing slip since the items were shelved. The next job could start from the cart, but an unchecked order could send the wrong part to a technician.

Pick one option and give one practical reason.

- ☐ Stop the handoff briefly, compare the packing slip with the bins and open cartons, then send the checked cart to the bay.
- ☐ Tell the supervisor the order was shelved but not checked, then ask whether to verify the cart now or after the starter is pulled.

Give one practical reason for the choice.

Think about it: What could go wrong if a parts cart is moved before the packing slip is checked?
