Reply Process Variation

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**Response 1**

Dear Abbas, after reading your discussion post, I must say that you thoroughly explained every part of the clip. As you mentioned in your post that, an increase in speed led to increased demand due to which Lucy and Ethel failed to manage the chocolate wrapping process. According to you, a variation in the clip is performance variation (Niroula & Vihinen, 2016). I also agree with you as I think that the variation in performance of both girls was due to the increase in speed. While discussing the scenario in the context of health care, I also agree with your point that due to the lack of service providers, people have to wait for several hours in the emergency room. However, in the chocolate factory, the manager had the control to reduce the speed of the process, yet she did not reduce the speed (Harbour, 2017). I agree with your suggestion that it is necessary to build a collaborative environment and measure the outcomes of the process before starting it to attain the desired results.

**Response 2**

 Dear Nicole, after reading your discussion post, I must say that you did an amazing job. The way you explained the scenario and then highlighted the problem facilitates in understanding the whole issue that was presented in the clip. In your post, you mentioned that according to you, the variation in the clip is special cause variation. I think that your assumption is correct as special cause variation is referred to as an unexpected glitches that greatly impact a process (Nolan & Provost, 1996). In the clip also the speed was as an external factor due to which the whole packing process was disrupted. In the context of Carla’s case, I also agree with you that it is a major issue in our health care system that patients are treated on a priority basis by just looking at their physical condition (Kurth & Palincsar, 2002). However, it is necessary to collect all the data regarding a patient's history and symptoms, and they treat them accordingly. Also, I agree with you that in the clip, the manager was resilient in accepting any suggestions that also made me think that the environment of the factory is not open.

**References**

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