

# The Future is OPEN



## CRAWFORD AUTOMATION – A GUIDED APPLICATION OF STRUCTURED PROBLEM SOLVING



This is a multimedia-enabled case in which students will be guided, by an industry expert, to apply structured problem-solving that addresses a typical supply chain problem, missing parts. What first appears as the issue may be a symptom of a root cause(s). The case utilizes videos, data files for analytics, audio recording, and videogame-style exercises to find the missing box of parts.

*Stephen Thomson, Kevin Hollis, and Laurie  
Turnbull*

