A team of investors has contacted your team because Woody’s Veneer Factory has contacted your team because there have been problems with the production of good veneer and increases in the amount of trash over the past six months.

On the day your team went to meet the Factory Superintendent, Max Barath, you saw an ambulance driving away with one of the floor supervisors, Tom Coen. Apparently, he had a heated discussion with one of the Quality Control Supervisors, Jake Little and Jake punched Tom in the eye. Max stated, “it’s not a big deal, these two are old high school chums and this kind of thing happens now and then.

Through several weeks of your assessment, your team has noticed a troubling thing happening in the factory. Your team has found that the factory managers that are located on the top floor are very abrasive and condescending to the people on the floor. There is a definite us versus them attitude. There is also a lack of communication. Most of the communication is done on a bulletin board out front.

Your team also has noticed that the floor workers are grinding up some of the good veneers. Managements believe this is happening so they are sneaking up in the cat walks to try to catch the floor workers in the act. Well, the floor workers have placed spies to watch out for the managers. Whenever a manager comes out of the office, they let the workers know so they stop grinding up the good veneer. Also, some of the manager’s secretaries are dating the floor workers. They often contact their boyfriends down on the floor to let them know what management is up to.