



# Microsoft Teams

Manufacturing





# Ready to manufacture?

Microsoft Teams is here to kickstart digital transformation for your business and operations. Are you all set?

# Choose a story

## ① Sales and Operations

With Microsoft Teams, Contoso can review, forecast, and adjust manufacturing and production for a new line of toys, with no resources wasted.

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## ② Reverse Logistics

Microsoft Teams helps Contoso handle a product return request with secure communication and collaboration, ensuring customer satisfaction and a sound tracking system for products in transit.

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## ③ Increasing Visibility & Collaboration to Better Serve Accounts

Contoso handles a product request from beginning to end, relying entirely on Microsoft Teams to stay connected and communicative throughout the whole process, while simultaneously fixing a visibility issue with product inventory at the retail end.

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## ④ Capital Investments - HR

When employee morale is at risk due to baseless rumors, Contoso relies on Microsoft Teams to effortlessly connect and communicate with employees to ease their concerns and foster a strong workplace community.

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# Choose a story

## ⑤ Reliability and Serviceability

With the communication powers of Microsoft Teams, Contoso runs a multi-faceted analysis to identify the root-cause behind failure reports for one of their vehicles, and in the end creating a solution path to prevent mishaps.

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## ⑥ Implementing a Change Order

Contoso employees resourcefully handle a change request for a new product and coordinate designing a new part keeping costs as low as possible, all through the ease of communication on Teams.

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## ⑦ Making Critical Design Changes Quickly

Microsoft Teams enables speedy communication and decision-making as Contoso adapts to a critical change in their manufacturing process with key personnel from production, assembly, and strategy coordinating in a timely manner to make the best decisions.

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## ⑧ Prototyping

Microsoft Teams ensures efficient communication, keeping multiple work processes at Contoso interconnected as they design and create prototypes for their new line of coffee machines.



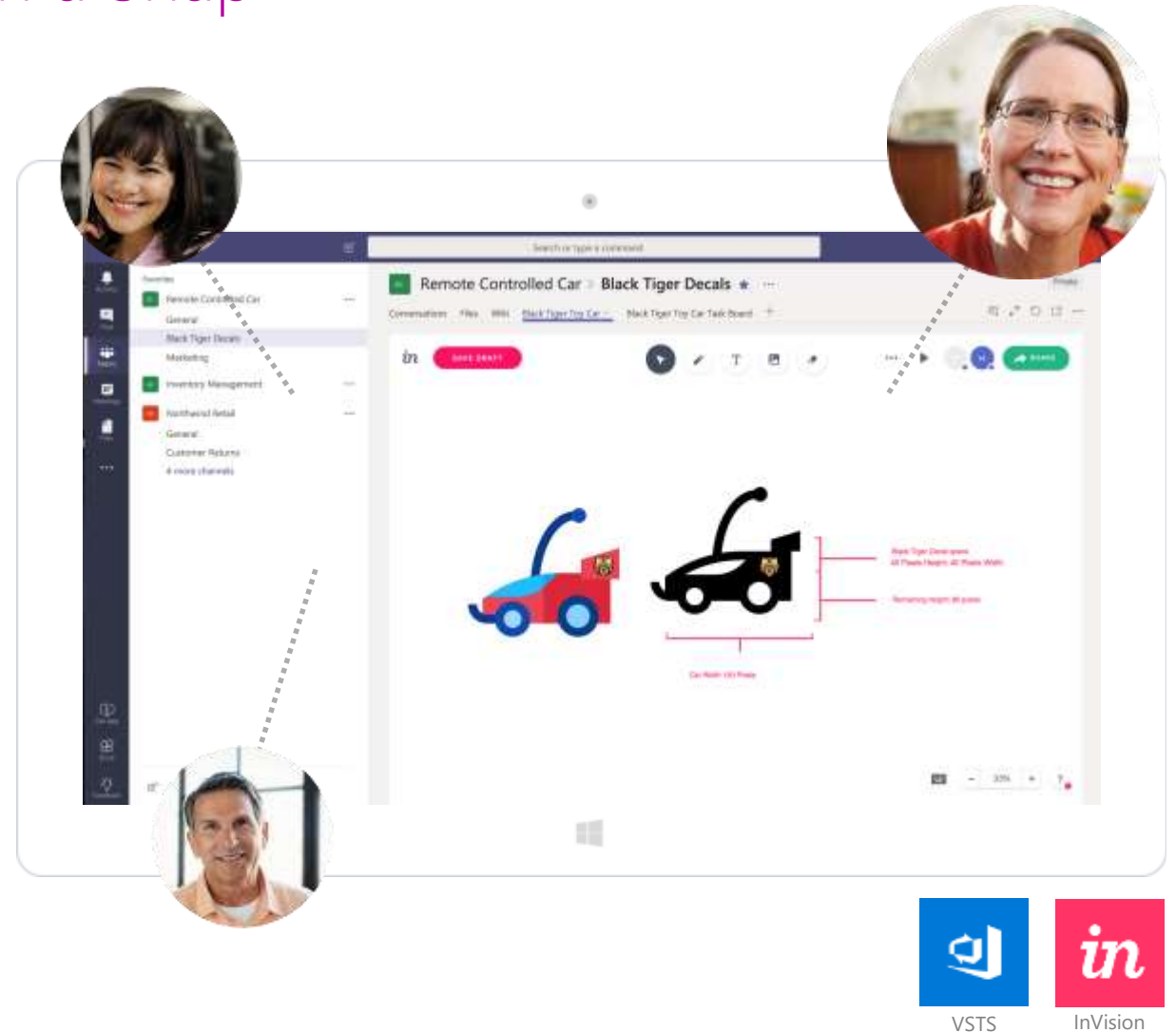
# Sales and Operations

With Microsoft Teams, Contoso can review, forecast, and adjust manufacturing and production for a new line of toys, with no resources wasted.

# Scenario 1: Sharing Information in a Snap

The Product Line Owner, Henrietta, has negotiated a license from Northwind to put a Black Tiger decal on the side of one of its remote-controlled cars. She wants to make sure that she doesn't miss the ground swell in sales coming right as the upcoming movie opens.

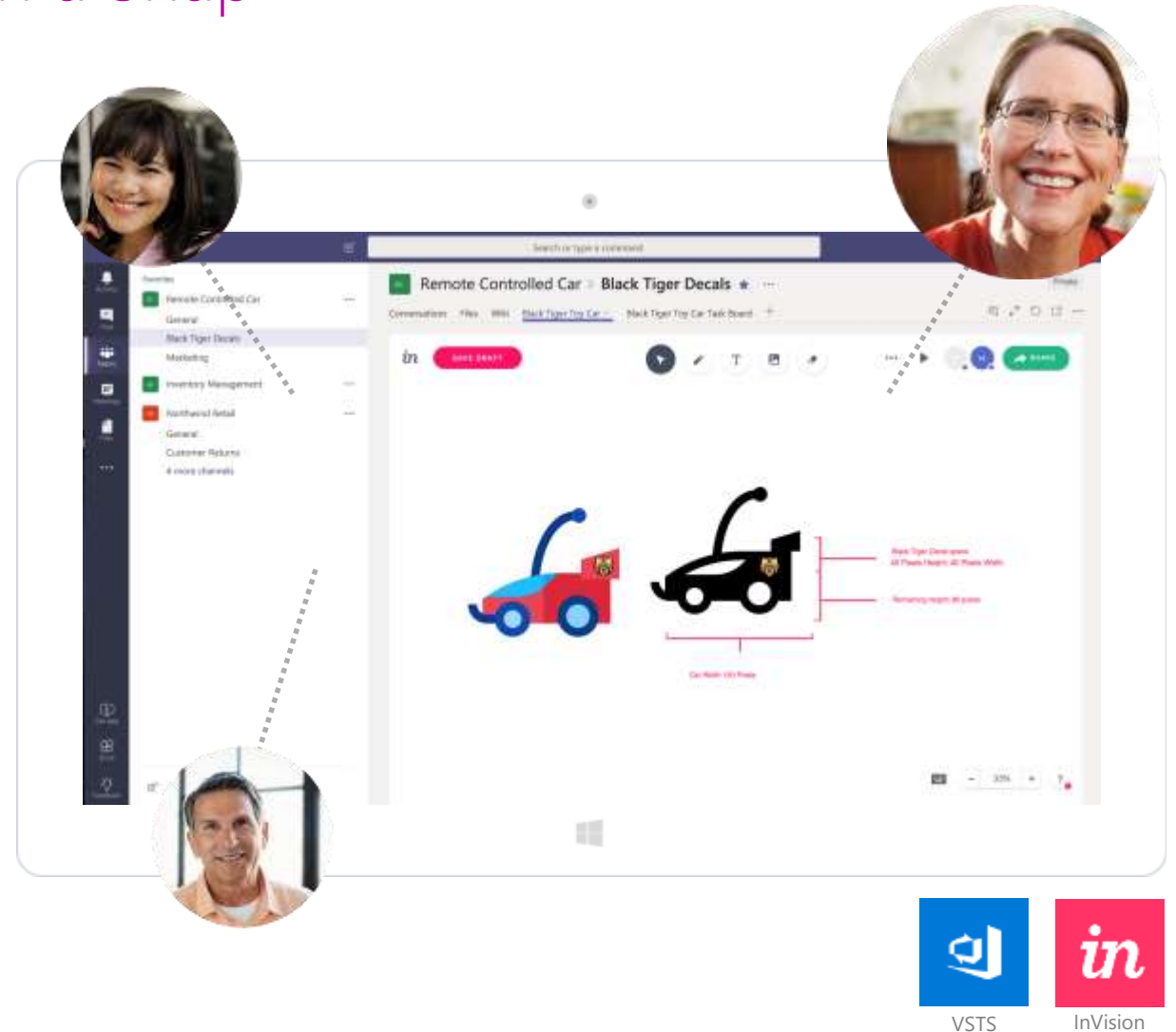
- The **Remote Controlled Car** team is where employees involved in the production of the plant's remote-controlled cars communicate, such as Henrietta, build managers, etc. Henrietta first creates a new channel and labels it **Black Tiger Decals**. She then tags Isaiah from Licensing and Johanna from Design in a message to the channel.
- Henrietta requests Isaiah to send an image of the Black Tiger decal to Johanna so Johanna can mock-up what the toy would look like.
- Isaiah uploads and shares the image of the Black Tiger decal to Johanna within the message thread. This image is then automatically saved within **Files**, a secure cloud repository housed in Teams.



# Scenario 1: Sharing Information in a Snap

- Johanna then easily shares a picture of the car design in the message thread in the channel, which is subsequently also saved in **Files**. With this in place, Johanna can then open the connected InVision **Black Tiger Toy Car** tab. Here she can edit the decal and car image, and visualize the end result. Johanna can also annotate the image within the **Black Tiger Toy Car** tab.
- While Johanna is doing this, Henrietta logs the decal work as a ticket into VSTS, a connected productivity tool in Teams. Henrietta then connects the specific VSTS ticket into the **Black Tiger Decals** channel so everyone in the channel can stay aware of the updates on this endeavor. Henrietta then adds Jordan Miller from demand planning to discuss calculations.

With the decal visualization ready, Johanna sends the image within the message thread and tags Henrietta so she can review the design. Henrietta is happy with the design and ready to have a conversation with Jordan about calculations for the toys.

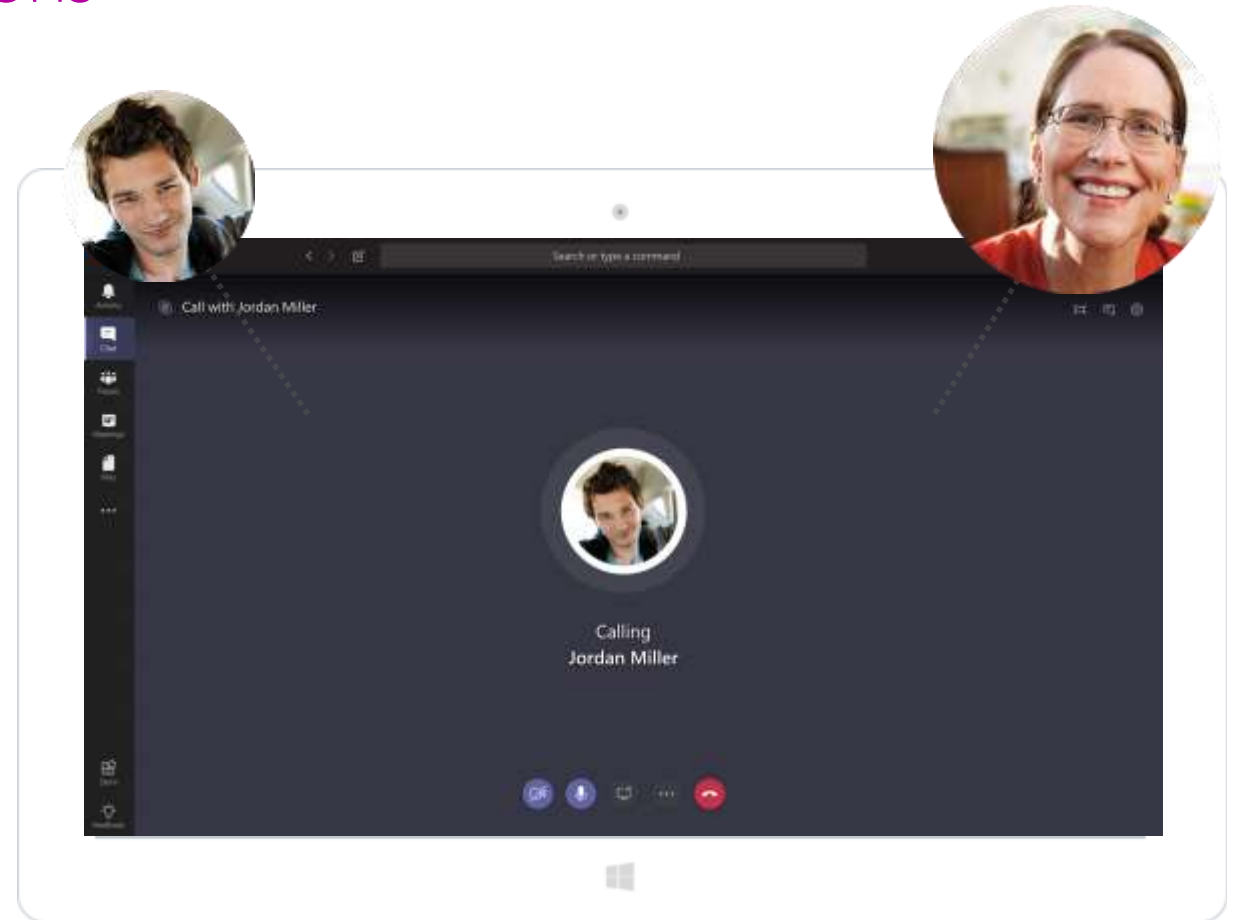




## Scenario 2: Propagating Projections

Henrietta needs to understand the logistics of this new production of unique car models. She calls Jordan to discuss calculations and what the forecast for Contoso's remote-controlled car line will be when factoring in production of the Black Tiger decal cars.

- Henrietta directly calls Jordan through a secure video call. Together they discuss the latest calculations on the demand for generic toys. For this information, Jordan can pull up Contoso's marketing analytics housed in Power BI, right from the connected **Toy Demand Analysis** Power BI tab, within the **Marketing** channel.
- Henrietta then asks Jordan to add a project for increased sales for the Black Tiger version of their remote-controlled cars. Visualizing the data within the Power BI dashboard, Jordan verifies that the increased sales forecast does change overall demand.



VSTS



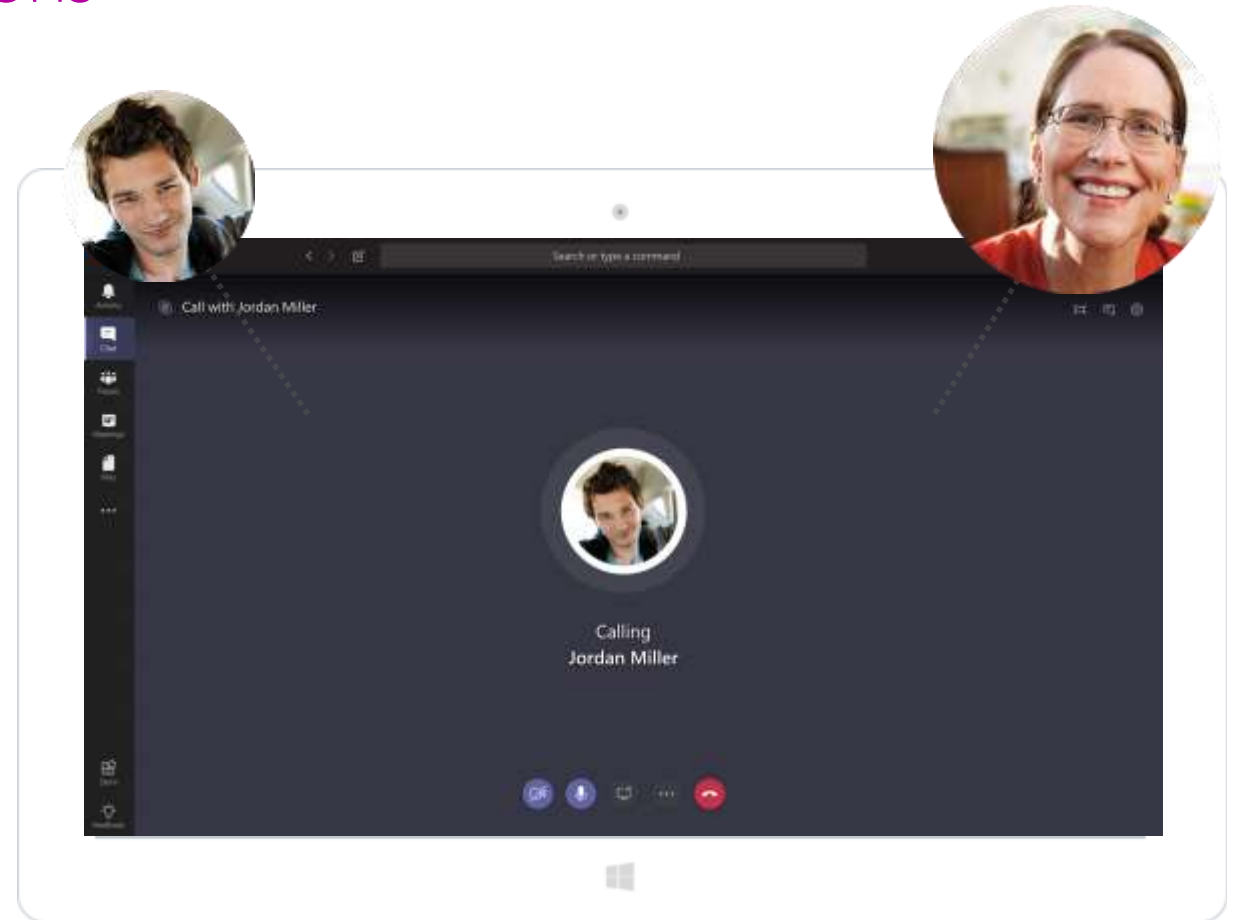
Power BI



## Scenario 2: Propagating Projections

- With this new information, Henrietta needs to ensure that Contoso is able to balance production with manufacturing costs to save money overall. Henrietta updates the VSTS ticket with this information to reflect what she learned from Jordan. Henrietta then sends a message in the **Black Tiger Decals** channel so everyone is on the same page.
- Henrietta wants to verify with their Build Manager, Irvin Sayers, on what options exist for them. She tags Irvin to the **Black Tiger Decals** channel so he is looped in with the team.

Henrietta now has a better grasp on the logistics of manufacturing the Black Tiger decal cars. And with this new information, Henrietta can begin to adjust and adapt Contoso's manufacturing and production process so that their toy output is kept the same. This will, in turn, stabilize revenue.



VSTS

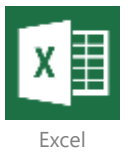
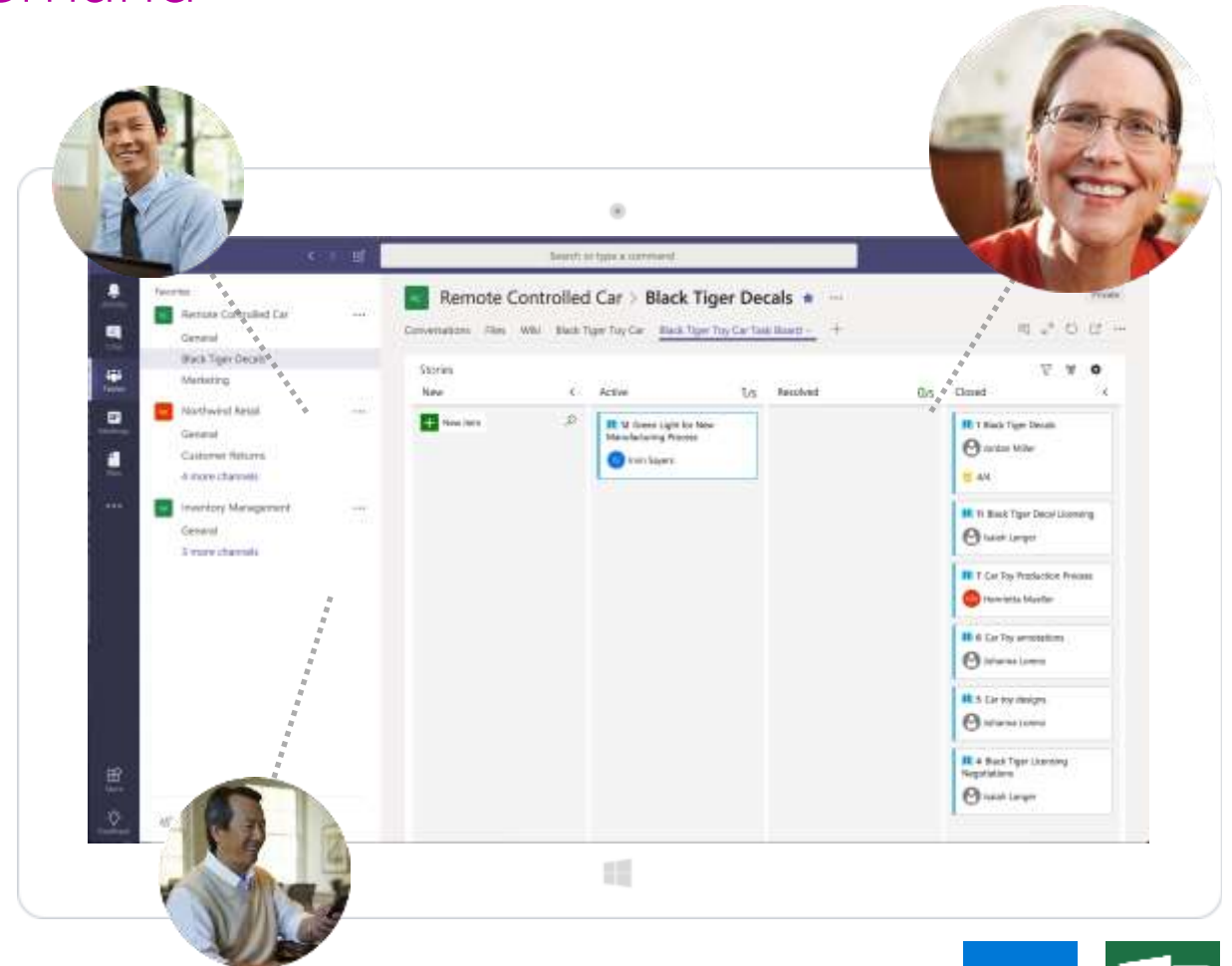


Power BI

## Scenario 3: Adjusting to Meet Demand

Henrietta introduces Irvin to the team through a message in the **Black Tiger Decal** channel and tags Irvin. Within this thread, Henrietta also lays out what the team needs of Irvin. Irvin utilizes the context Henrietta has given him to try and determine what needs to be done to ensure Contoso is able to keep up with demand while also gaining revenue. Irvin reaches out to Henrietta through private message.

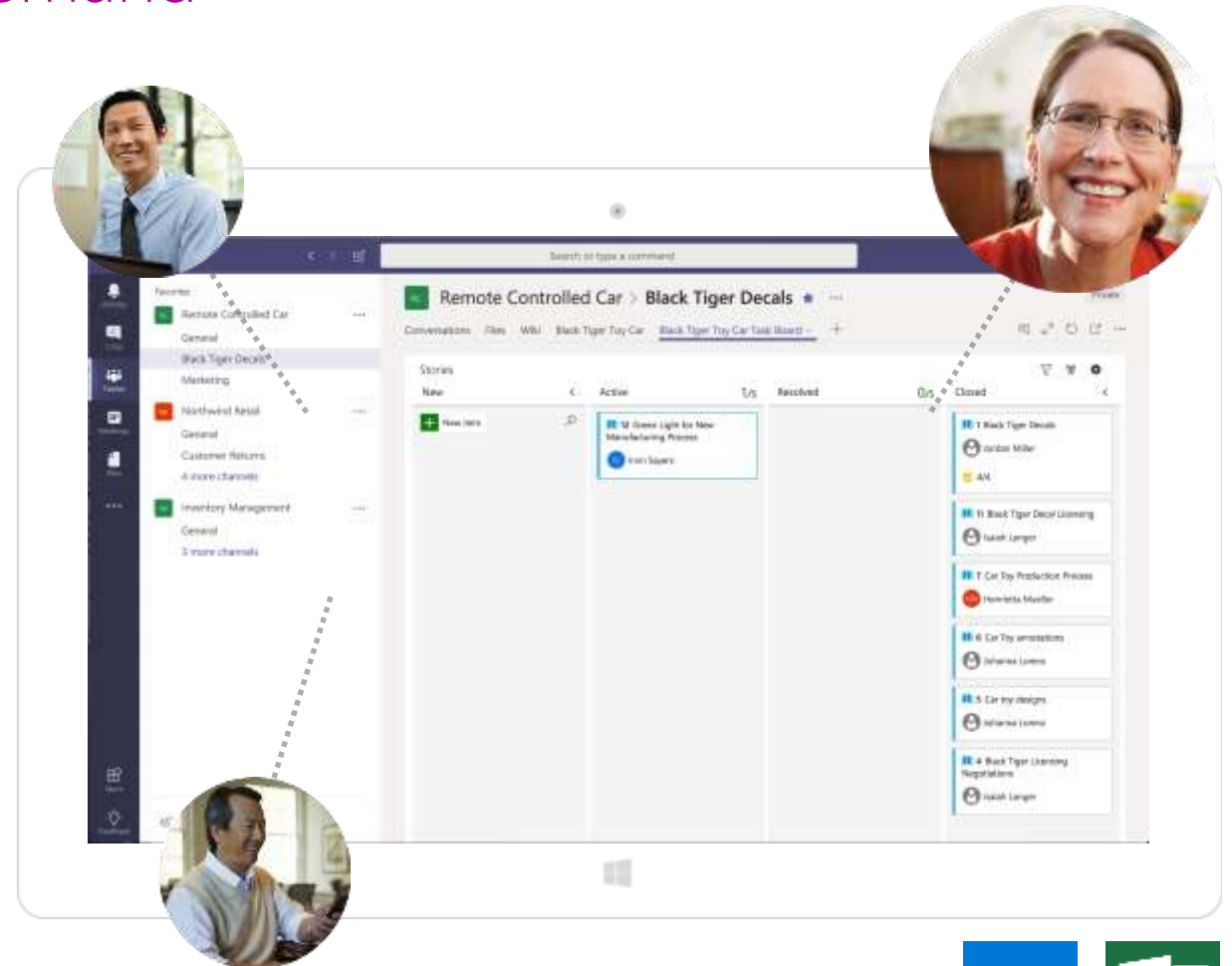
- Henrietta pulls up the Black Tiger decal mock-up Johanna made from Files and links the file location to Irvin in a direct message. Upon inspection, Irvin recognizes that the product change is minor. The decal application may have to start manually while they tune the decal overlay machine.
- In Teams, Irvin direct messages Lee Gu, the Shop Foreman, to look at his analysis and to understand what will have to happen with workers: can workers be allocated to the decal line, can they meet the larger runs of black-colored cars and pull some aside for the new model, etc.



## Scenario 3: Adjusting to Meet Demand

- Lee assembles an estimate in a document made within Microsoft Excel for Irvin to show what the impact is on this production change and a timeline to get up to production level. To meet the new demand, Contoso will reduce the number of blue and red cars temporarily and run multiple shifts of the black cars. Lee shares this document with Irvin who can then upload the file to the channel in Teams so that the rest of the team can look at it.
- Irvin then hops on a call to discuss the analysis with Jordan. The two review the drafted estimate before handing it off to Henrietta. After the call, Irvin updates the VSTS ticket to reflect that the estimate is ready for handoff.

With this estimate ready, Irvin and Jordan relay that they have agreed upon the details within the estimate and that it is ready for Henrietta to review. Henrietta can use this information to show leadership the necessity of adjusting manufacturing and production to maximize revenue and meet demand.



VSTS



Excel

# Scenario 4: Convincing Leadership

The final line within the task in VSTS is getting sign off from leadership on the adjustment in manufacturing and production of the remote-controlled cars. Jordan and Irvin share the analysis with Henrietta and show that they can meet the majority of demand if they make a decision in the next two weeks.

- Utilizing the Excel estimate Jordan and Irvin shared, Henrietta can start building a convincing case to adjust manufacturing and production, while still meeting demand.
- Henrietta uses the information from the analysis, as well as what she learned from the increased sales forecast, to build her own case in Excel to present to the Finance VP and Engineering VP.
- To present to the Finance VP and Engineering Director, Henrietta calls them through a secure conference call through a group chat. She shares the Excel with them through Files, while also screen sharing her own screen. This allows the VPs to read along with her while she articulates her case.

The screenshot shows a Microsoft Teams meeting window. At the top, three circular video feeds show participants: a man on the left, a woman on the right, and a man at the bottom center. The main area displays a SharePoint site for 'Remote Controlled Car' with a 'Black Tiger Decals' section. A table lists files with columns for Type, Name, Modified, Modified by, and Size.

Type	Name	Modified	Modified by	Size
File	Estimated Toy Car Product.xlsx	5/15/18	Irvin Spence	17.03 KB
Image	BlackCar_Decal_HD.png	5/15/18	Johanna Lorenz	18.75 KB
Image	RED_Toy_car_HD.png	5/15/18	Johanna Lorenz	9.37 KB
Image	Black_car_HD.png	5/15/18	Johanna Lorenz	9.19 KB
Image	ToyCar_withDecal.JPG	5/15/18	Johanna Lorenz	32.78 KB
Image	Black_Tiger_HD.png	5/15/18	Isakhi Langer	11.34 KB

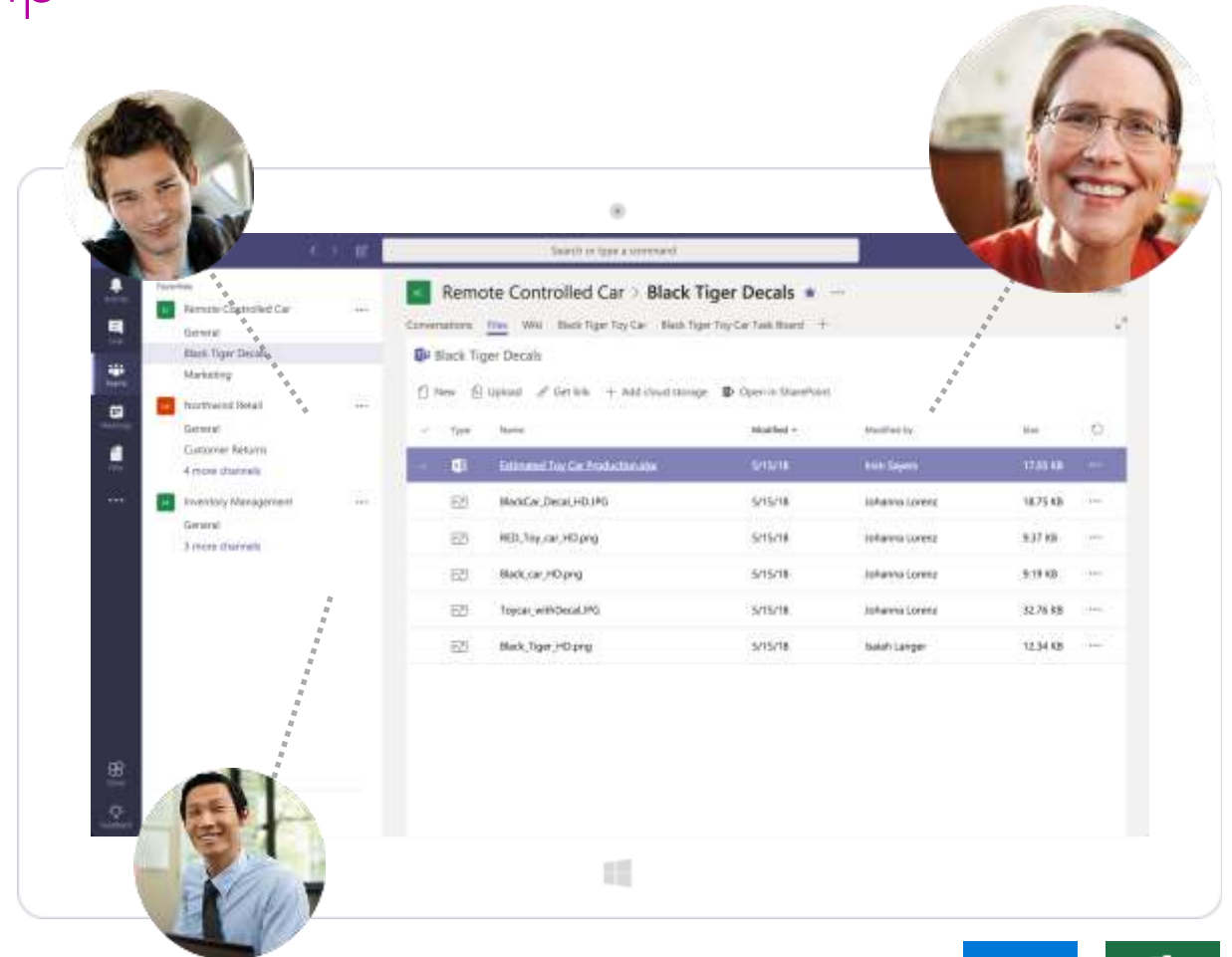
At the bottom right, there are icons for VSTS (Visual Studio Team Services) and Excel.



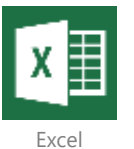
## Scenario 4: Convincing Leadership

- Convinced by Henrietta, the Finance and Engineering VPs sign off on adjusting manufacturing and production of Contoso's remote-controlled cars. With sign off, Henrietta can now close the VSTS ticket to inform the **Black Tiger Decals** channel that their work is complete.

With the green light to adjust manufacturing and production, Henrietta and the rest of the Contoso team have peace of mind knowing that they will be able to keep up demand for the toy, please Northwind with a quality product, and maximize Contoso's own revenue.

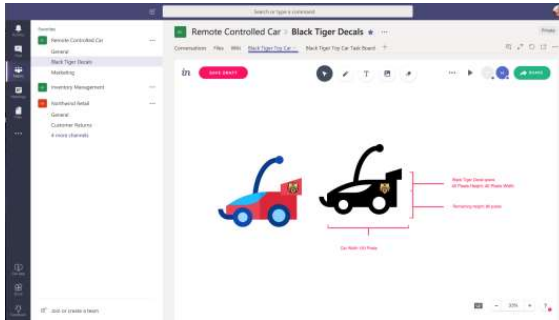


VSTS



Excel

## Summary



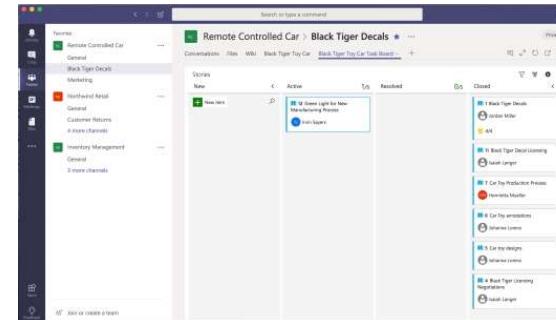
## Sharing Information in a Snap

- The team shares and creates a decal for the new product
- Product Line Owner creates a VSTS ticket and channel for the efforts



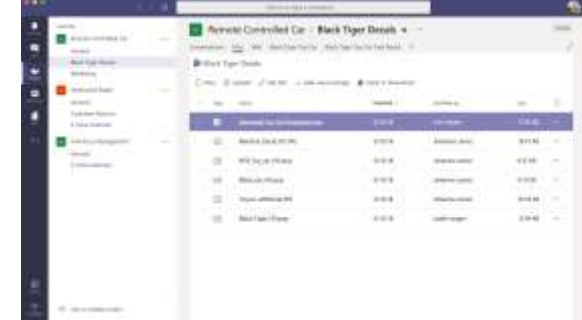
## Propagating Projections

- The team forecasts demand for the new product
- Product Line Owner reaches out to Build Manager for assistance planning for the increased demand



## Adjusting to Meet Demand

- The team determines a plan to address increased product demand
- Build Manager and Demand Planning review and consent with the demand plan



## Convincing Leadership

- Product Line Owner develops a business case for increasing production
- Product Line Owner presents the business case to leadership
- Leadership agrees with Product Line Owner, and the VSTS ticket is closed



## Solution

With the robust capabilities of Microsoft Teams, Contoso was able to review, forecast, and adjust their manufacturing and production lines so that no resources were wasted. Contoso was able to easily communicate between necessary personnel and coordinate resources to understand their newly presented situation. Within moments, Contoso was able to adapt so that manufacturing and production could meet demand and maximize revenue for themselves.

## Benefits

- ✓ Organize open channel communication
- ✓ Upload and share documents, images, and files in a secure cloud-enabled repository with Files
- ✓ Ideate, annotate, and edit images and thoughts with InVision
- ✓ Track work progress, assign tasks, and receive automated notifications of work updates with VSTS
- ✓ Quickly and easily hold conference calls with enterprise security
- ✓ Leverage data and visualize analytics with the robust analytics tool of Power BI
- ✓ Create and edit documents online and in the cloud with Office 365



## Reverse Logistics

Microsoft Teams helps Contoso handle a product return request with secure communication and collaboration, ensuring customer satisfaction and a sound tracking system for products in transit.



# Scenario 1: Requesting the Return

Allan receives a message from Northwind Retail Buyer Adele Vance, requesting to return a shipment of Contoso products from her Los Angeles store.

- Adele reaches out to Allan via chat, using her guest account in the Contoso instance of Teams. Adele is hoping to return a shipment of Clown Dolls that Northwind has not sold. Allan responds to Adele's message asking if she can talk in a few hours.
- Adele replies that she has some free time in two hours. Allan mentions that he will reach out to Diego, the Operations Manager, to discuss what Adele's return options are. He then uses the meeting scheduler to set up an audio conference with Adele.
- Allan reaches out to Diego Siciliani through audio conference to discuss whether Contoso would be able to process and accept the return. Diego and Allan talk through the situation, decide that "the customer is always right," and that they will accept the return.



# Scenario 1: Requesting the Return

- Allan and Adele hold an audio call and discuss the return. Allan tells Adele that Contoso will accept the return, but they need to negotiate who will pay for the shipping costs. They agree that Northwind will cover the cost of shipping.

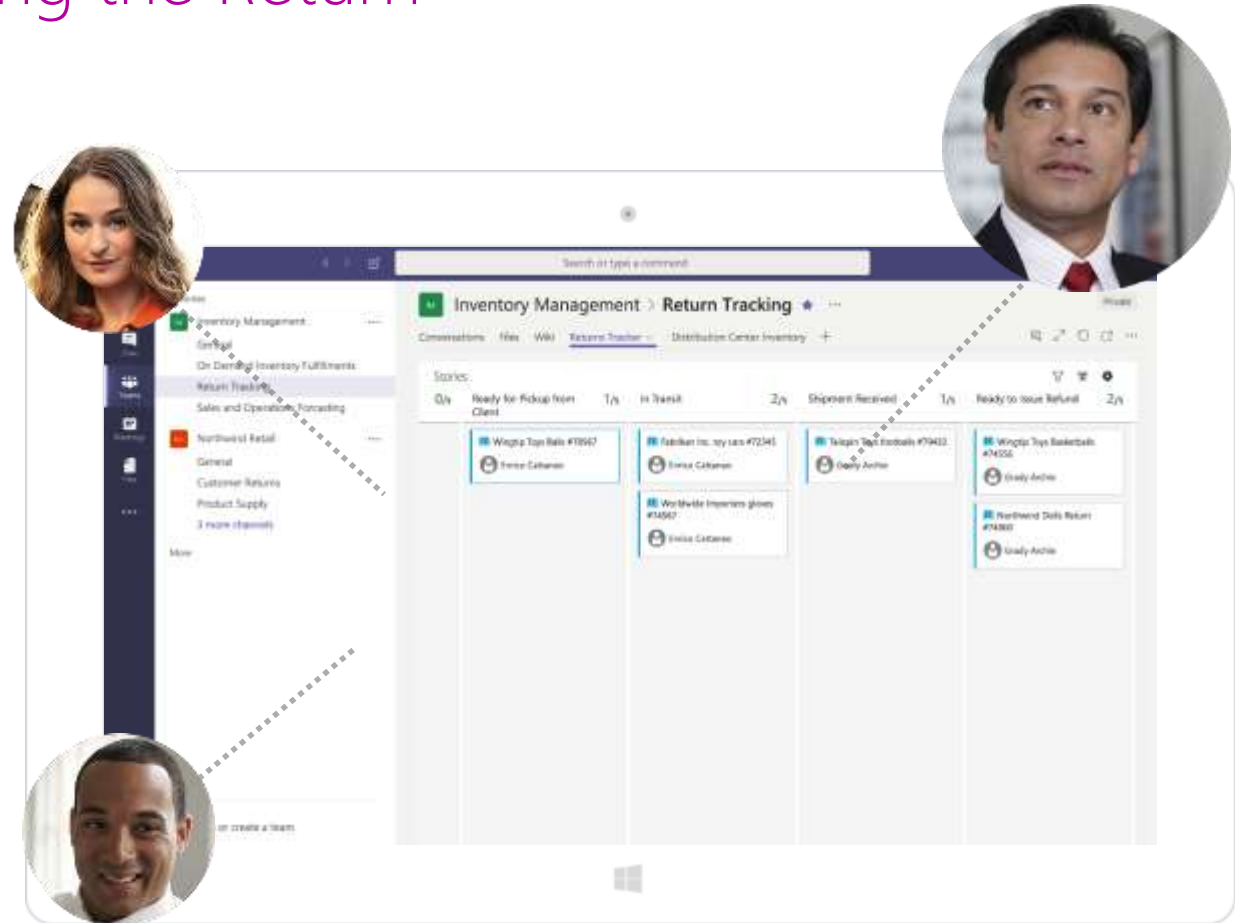
After concluding the call with Adele, Allan navigates to the **Customer Returns** channel in the **Northwind Retail** team. Allan posts a summary of the return situation thus far and tags Adele and Diego in the post.



## Scenario 2: Tracking and Preparing the Return

With the **Customer Returns** channel summary post created, Allan moves on to implementing a tracking system for the return.

- Contoso uses VSTS to track their shipments and returns, so the system is already in place. Contoso has a Kanban board with columns for each stage of the shipment process. As each stage is completed, the task will be moved to the next column.
- Allan adds a ticket for Northwind Dolls Return to VSTS and posts it to the **Return Tracking** channel in the **Inventory Management** team. Allan adds Grady Archie, the Contoso Warehouse Manager, to the VSTS ticket. Grady manages the DC that the product will be shipped to, and the ticket will help him track the status of the shipment.

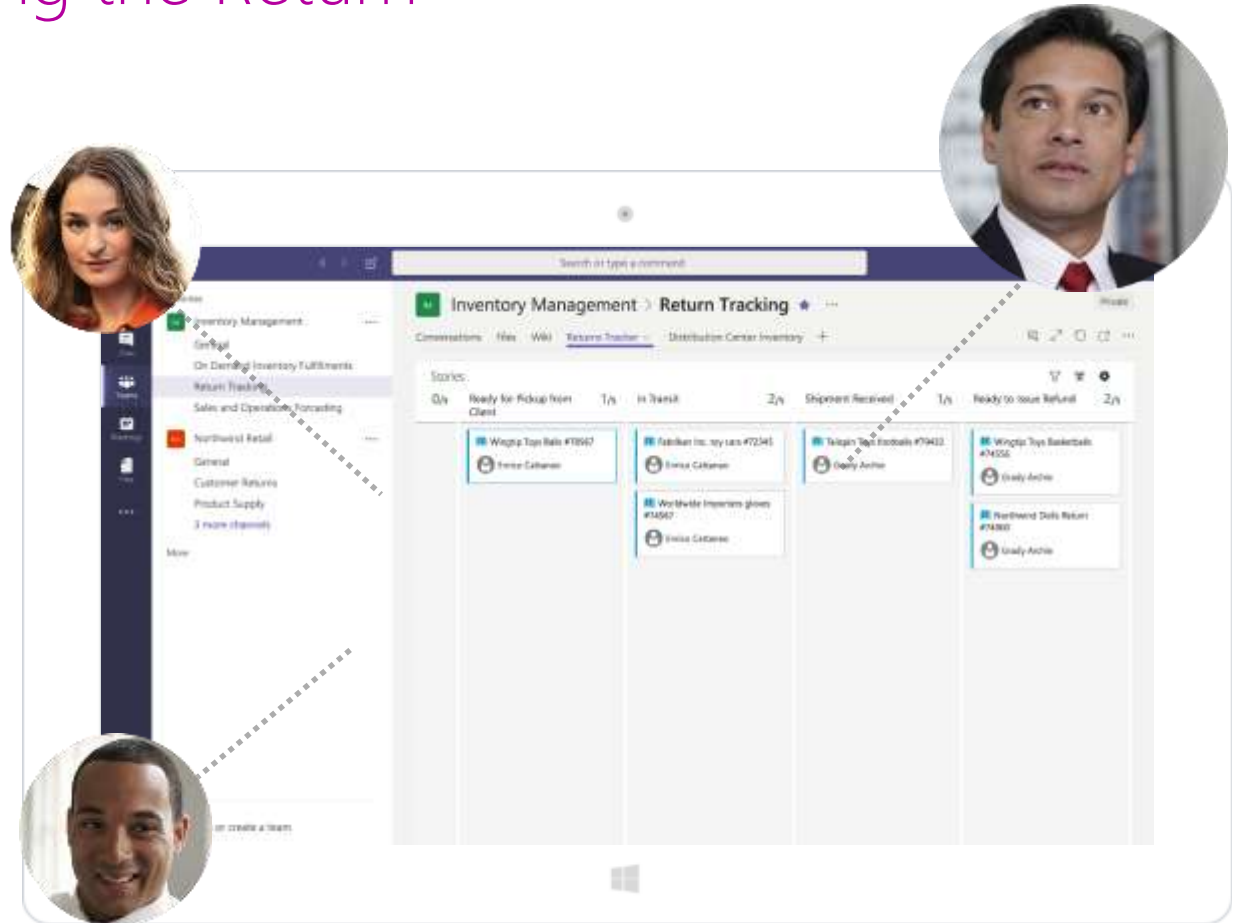


VSTS

## Scenario 2: Tracking and Preparing the Return

- Then Allan moves over to the **Customer Returns** channel in the **Northwind Retail** team and tags Adele and Diego to alert them of the ticket. Allan asks Adele to prepare the package to be shipped, and to tag Allan when it is ready to be picked up. Allan confirms when the package is picked up and adds the tracking number from the 3rd party logistics company to the post and VSTS ticket.
- Allan tags Grady to let him know that the return is on the way.

Now that the shipment is ready for pick up, it can be processed and added back into Contoso's warehouse inventory.



VSTS



## Scenario 3: Processing the Return

Now that the return shipment is ready for pickup, the logistics company can transport the product.

- The shipment is transported from Adele's Los Angeles store to Contoso's Southern California DC. When the shipment arrives at Grady's DC warehouse, he posts to the **Customer Returns** channel and moves the VSTS ticket to the "Shipment Received" column on the Kanban board. This notifies Diego and Allan of the update.
- Grady begins the process of adding the returned shipment back into Contoso's inventory. Once this is complete, he moves the VSTS ticket to "Return Complete" column and posts to the **Customer Returns** channel.
- After receiving the notification that the return is complete, Diego navigates to the **Distribution Center Inventory** Power BI tab in the **Return Tracking** channel in the **Inventory Management** team. This dashboard has been set up to gather data at a set interval from Contoso's Warehouse Inventory. Diego checks to make sure that Contoso's Warehouse Inventory dashboard looks correct, which it does.



Excel



Power BI



VSTS

## Scenario 3: Processing the Return

- With the dashboard looking correct, Diego tags Allan in a post in the **Return Tracking** channel in the **Inventory Management** team telling him to initiate the credit return to Adele's Northwind store.

To initiate the credit return to Adele's location, Allan will first need to make sure that the return has been completed with the Finance department.



Excel



Power BI

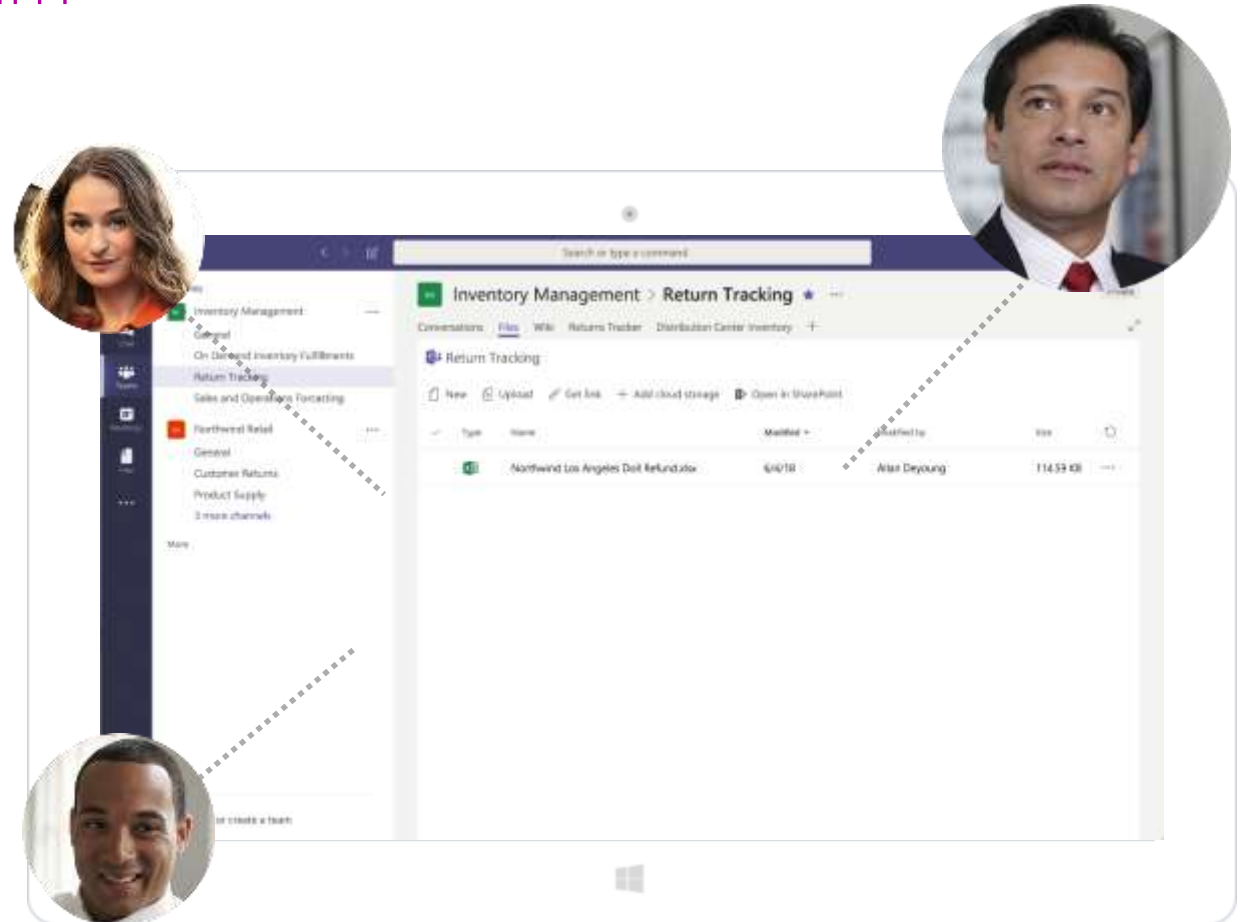


VSTS

## Scenario 4: Completing the Return

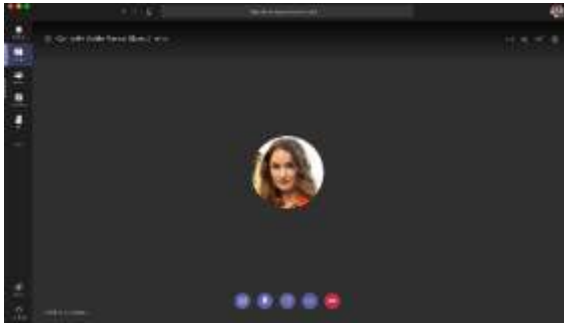
To issue the return credit back to Adele, Allan needs to confirm that Finance is aware of the return.

- Allan pings Enrico Cattaneo, Contoso's Finance Manager, asking if the Finance Department has processed Return 74900. Enrico responds that the department has and moves the Northwind Dolls Return 74900 VSTS ticket to the "Ready to Refund" column.
- Allan begins the process of issuing the credit to Adele's Northwind location. Once the credit has been issued, Allan posts the credit return documentation to the **Return Tracking** channel in the **Inventory Management** team, and to the **Customer Returns** channel in the **Northwind Retail** team. He tags Enrico and Adele in the messages. Adele responds by "liking" the message to indicate that she has seen it.
- The documentation of the return process and issued credit will remain in the **Return Tracking** channel. If needed, it can be quickly located through search.



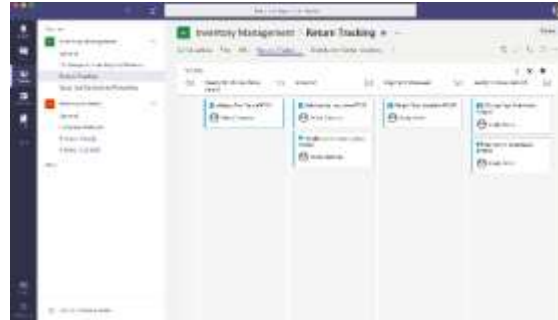
VSTS

# Summary



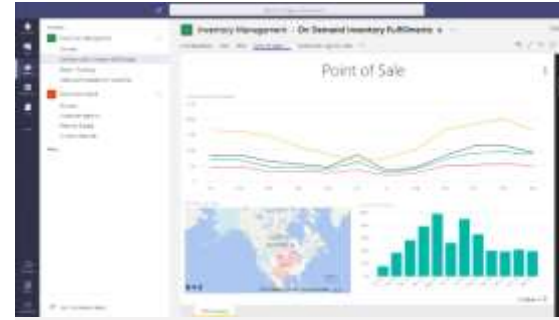
## Requesting the Return

- A return is requested
- Contoso determines the eligibility of the return



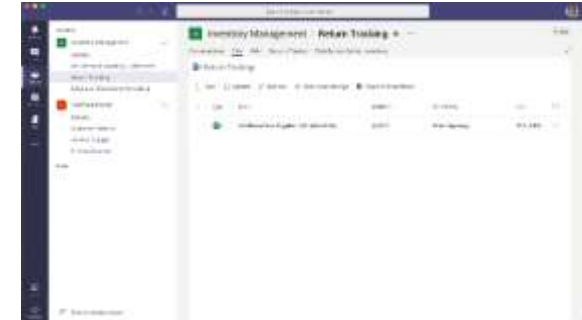
## Tracking and Preparing the Return

- The warehouse manager is notified of the return
- The shipment is prepared for transport



## Processing the Return

- The return shipment is received and processed



## Completing the Return

- Return credits are issued by the finance department





## Solution

Allan uses Microsoft Teams to handle a Contoso product return request from beginning to end. Using the audio conferencing, messaging, and VSTS, Allan keeps Contoso connected and communicative throughout the whole process.



## Benefits

- ✓ Communicate and hold audio conferences in Microsoft Teams
- ✓ Create, follow, and edit tasks with VSTS for Microsoft Teams
- ✓ Visualize data using Power BI in Microsoft Teams
- ✓ Securely communicate and collaborate with individuals outside your organization using guest accounts in Microsoft Teams





## Increasing Visibility and Collaboration to Better Serve Accounts

Contoso handles a product request from beginning to end, relying entirely on Microsoft Teams to stay connected and communicative throughout the whole process, while simultaneously fixing a visibility issue with product inventory at the retail end.

# Scenario 1: Request for Inventory

- On the call, Adele explains that her retail location in Los Angeles sent the last shipment of inventory to the San Francisco retail location, as San Francisco expected a higher demand for the holiday.
- After the call, Allan posts the Northwind Retail Clown Doll Confirmation 797300 conversation in the **On Demand Inventory Fulfillments** channel of the **Inventory Management** team and tags Diego to track it. Allan posts a situation summary in the conversation thread in the **Product Supply** channel in the **Northwind Retail** team, tagging Adele in the post.

With the request for product now in, Allan needs to move forward with determining if the request can and should be filled.

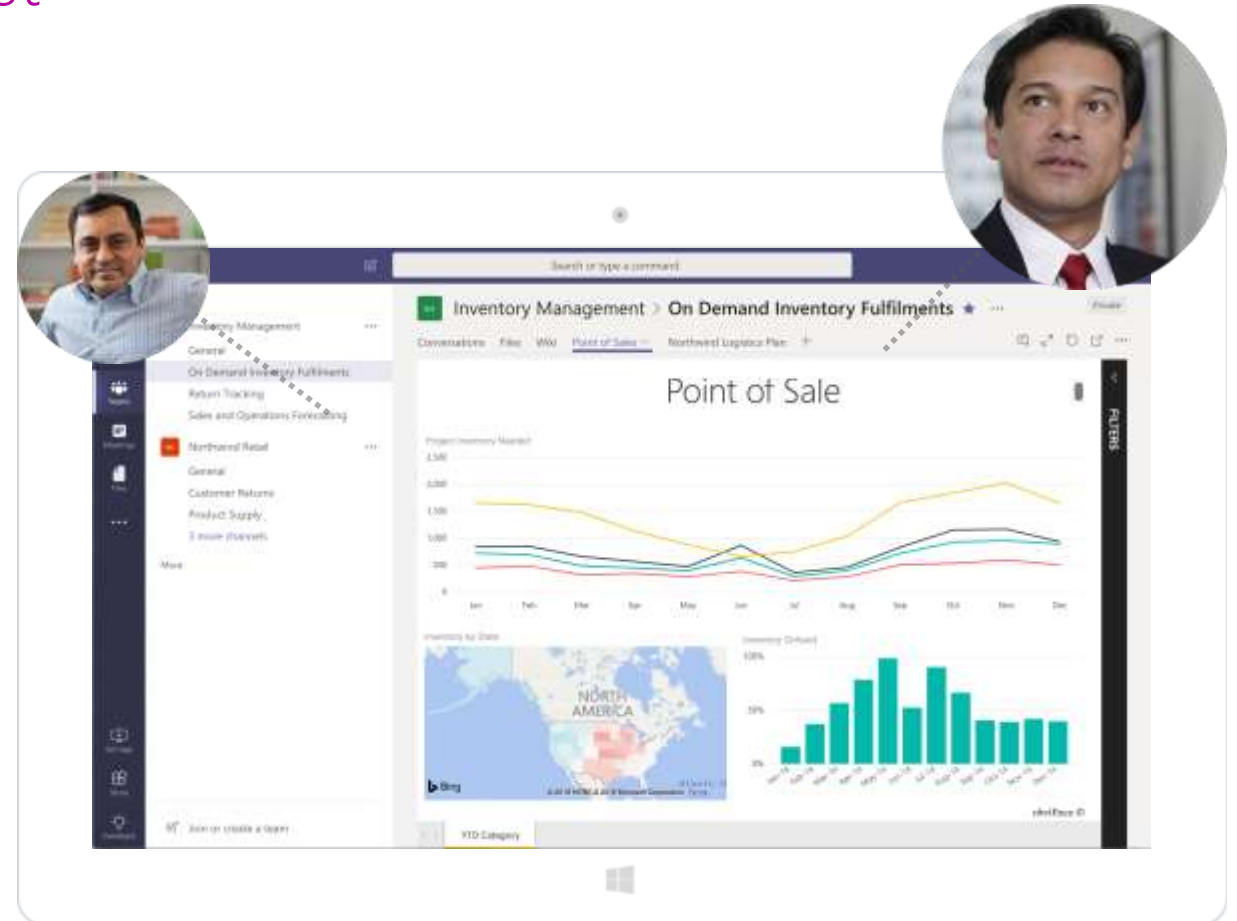


Power BI

## Scenario 2: Assessing the Request

Allan tags Operations Manager Diego in a post in the Northwind Retail Clown Doll Confirmation 797300 conversation in the **On Demand Inventory Fulfillments** channel in the **Inventory Management** team.

- Diego looks through Contoso's existing inventory management system and recent point of sale data from Northwind and its competitors. He is looking to determine whether this request is a spike in sales, or if this is something Contoso might expect to see in other geographies where Northwind operates. Diego must also consider what happens to regional supply if available inventory in their Southern California DC is depleted. Another concern is whether or not Contoso will need to manufacture more of the clown dolls, knowing that product sales are likely to decrease over time.



Power BI

## Scenario 2: Assessing the Request

- Diego navigates to the Power BI **Point of Sale** tab in the **On Demand Inventory Fulfillments** channel of the **Inventory Management** team. This dashboard has been set up to gather data at a set interval from Contoso's point of sale data. Diego looks at the Power BI model to see where spikes in sales are, and view a map that visualizes sales against geographical region.
- After viewing the dashboard, Diego concludes that Contoso should fill the request and that they will use their existing inventory in Southern California to do so. He posts this decision in the Northwind Retail Clown Doll Confirmation 797300 conversation in the **On Demand Inventory Fulfillments** channel and tags Allan, marking the message as important.

With Diego's signoff on the product request, Allan can move forward with coordinating the logistics of the product transfer.

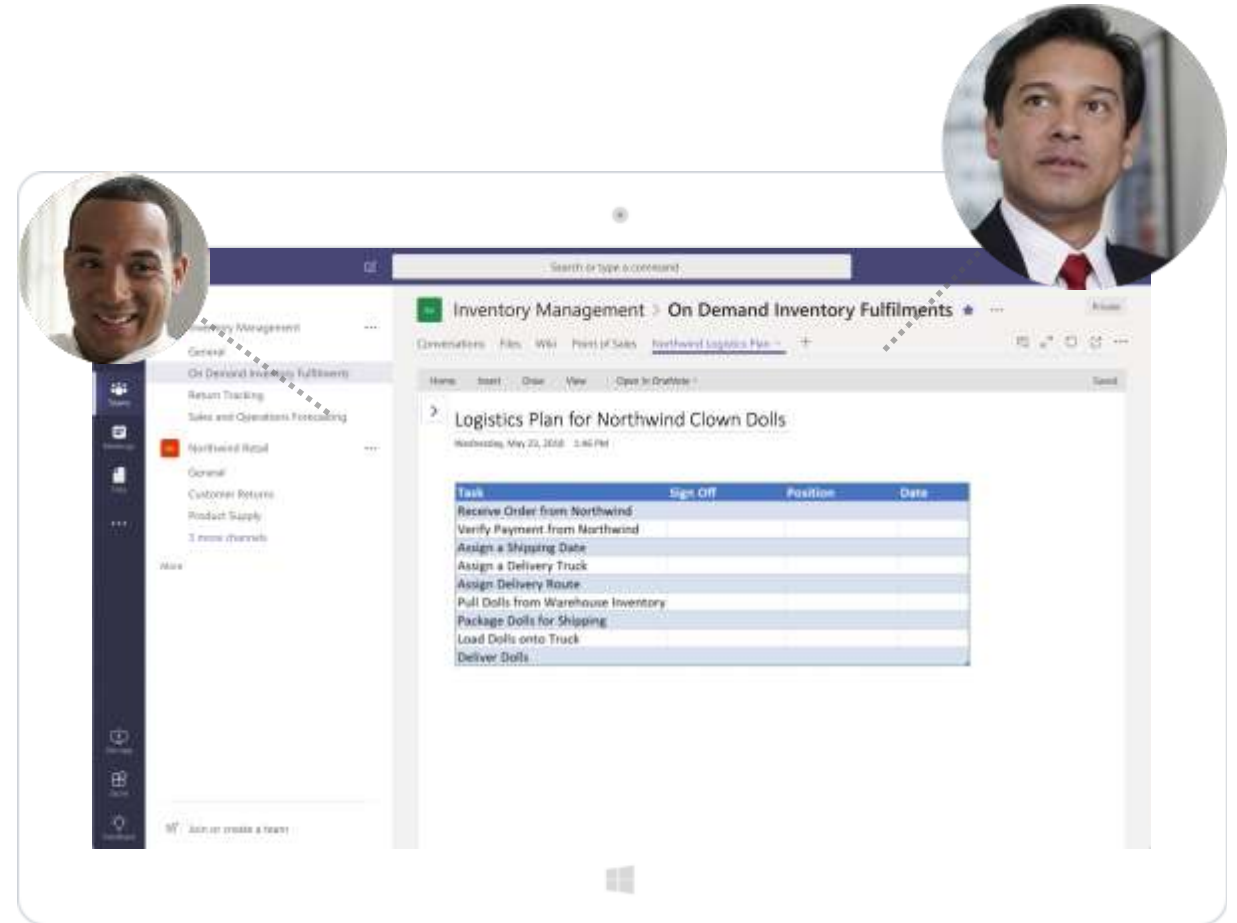


Power BI

# Scenario 3: Fulfilling the Request

Allan now moves forward with coordinating the logistics of the product transfer to Adele's retail location.

- Allan remembers working with the manager of the Southern California DC, but only remembers his first name is Grady, and not his last name. Allan uses Who to look up "Grady," and it returns the contact information for Grady Archie. Allan reaches out to Grady through a conversation in the **On Demand Inventory Fulfillment** channel.
- Allan adds Grady to the Logistics Plan for Northwind Product Transfer conversation in the **On Demand Inventory Fulfillments** channel. Grady manages the DC that the shipment will be coming from. Allan posts a message tagging Grady to fill him in on the situation.
- Grady responds to the message, letting Allan know that he has seen it. He creates a logistical plan for the product transfer in Microsoft OneNote in **Northwind Logistics Plan** tab and posts a link to the Logistics Plan for Northwind Product Transfer conversation in the **On Demand Inventory Fulfillments** channel for future reference.



Who



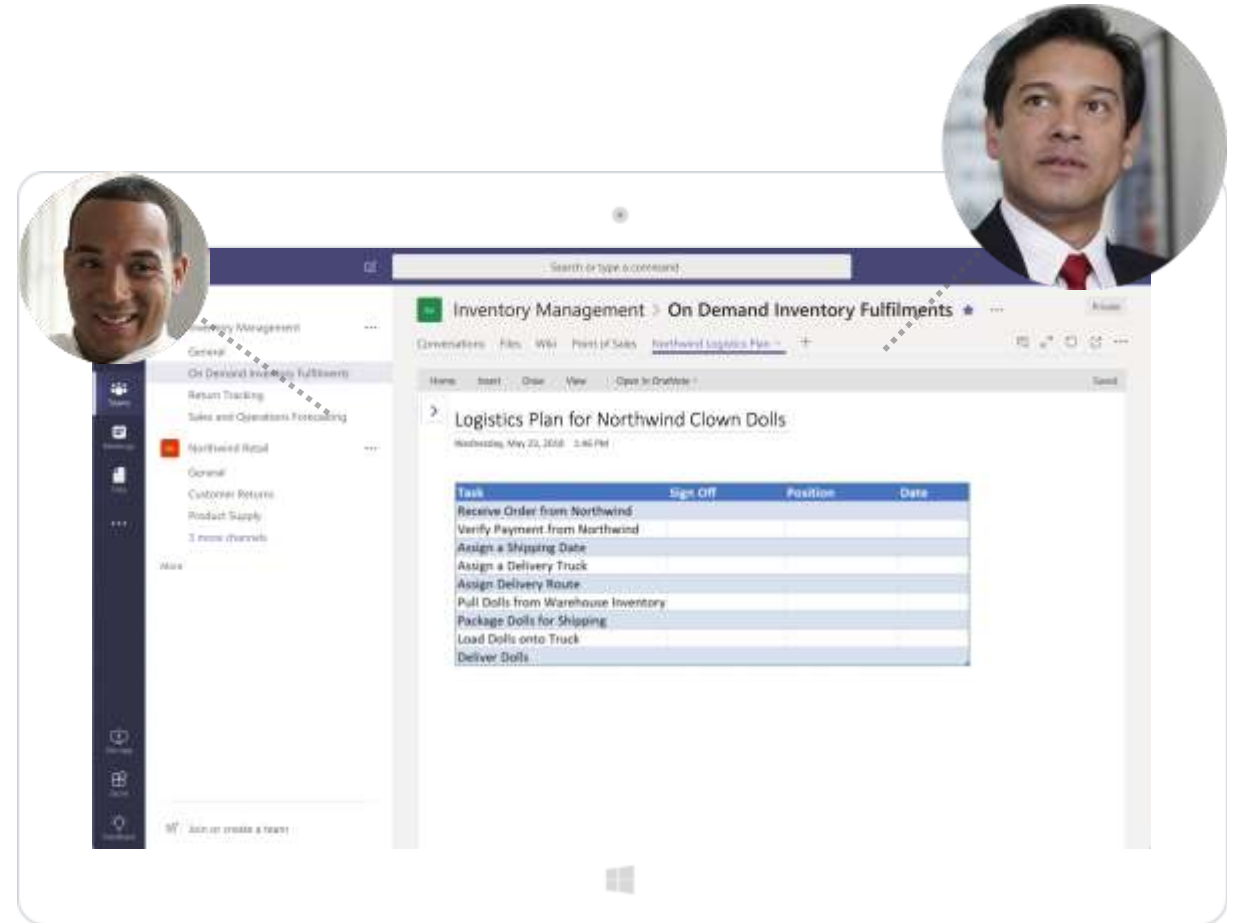
OneNote



## Scenario 3: Fulfilling the Request

- When the shipment is initiated, Grady posts to the Logistics Plan for Northwind Product Transfer conversation. He marks the message as important, which sends a notification to all parties involved in the situation. Allen then posts in the **Product Supply** channel of the **Northwind Retail** team, letting Adele know the shipment has been approved and is on the way. When Adele receives the shipment, she responds to the post, informing the team.

With the product transfer taken care of, Contoso must now look to see what the potential impact of this transfer might be.



Who



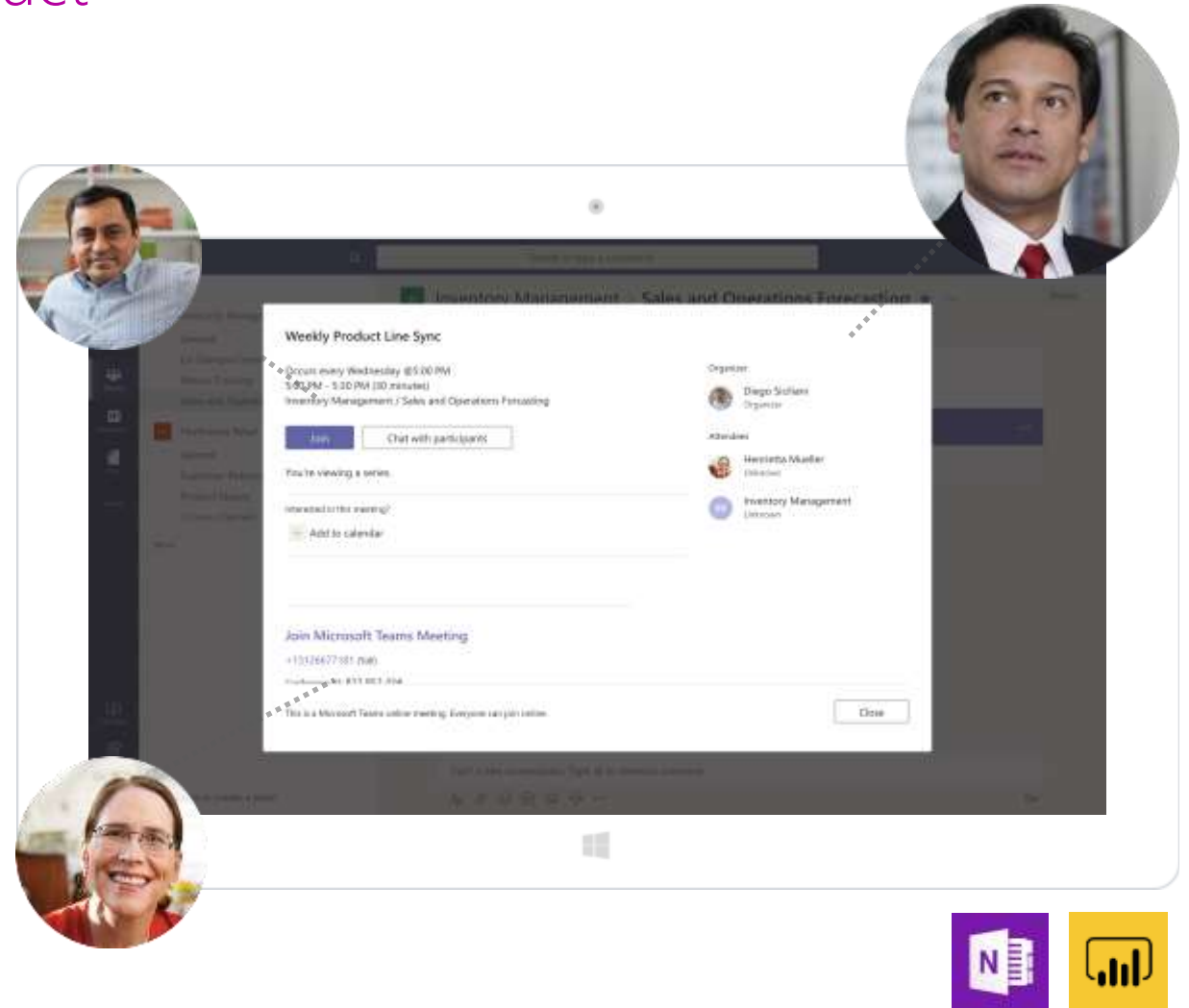
OneNote

## Scenario 4: Determining the Impact

Contoso holds weekly meetings to review the state of their sales and operations planning. These meetings occur using audio conferencing in the **Inventory Management** team.

- During the next audio conference with Henrietta Mueller, Contoso's Product Line Lead, Diego leads a review of the clown doll product request initiated by Adele from Northwind Retail.
- Diego shares the files in the **Sales and Operations Forecasting** channel conversation. The team uses the Power BI dashboard and OneNote to better inform their impact assessment.
- Over the audio conference, Henrietta and Diego determine that the product request was an anomaly and does not point to a manufacturing update requirement.

After the meeting, Diego posts the findings of the meeting in a new conversation in the **On Demand Inventory Fulfillments** channel of the **Inventory Management** team. This conversation thread will remain open and searchable for any future reference.

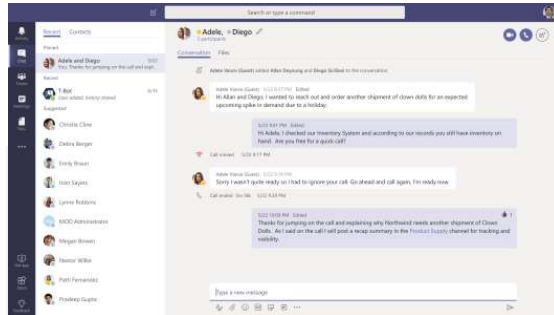


OneNote



Power BI

# Summary



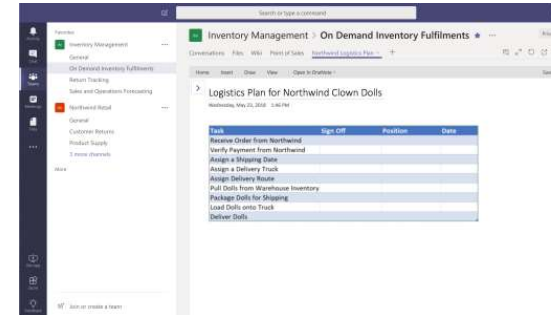
## Request for Inventory

- Adele, the Retail Buyer, submits a request for additional inventory



## Assessing the Request

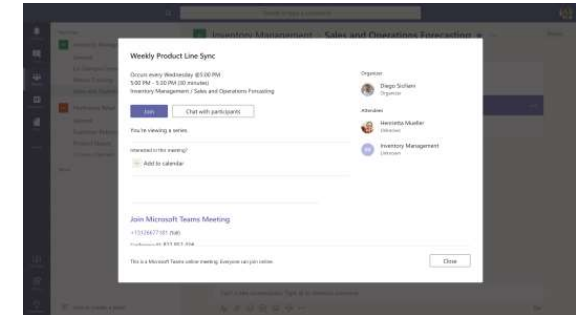
- It is determined that Contoso will be able to fulfill the request



Task	Status	Priority	Date
Receive Order from Northwest	Completed	High	10/25/2023
Verify Payment from Northwest	In Progress	Medium	10/26/2023
Assign a Shipping Date	Pending	Low	10/27/2023
Assign a Delivery Truck	Pending	Low	10/28/2023
Assign Delivery Route	Pending	Low	10/29/2023
Pull Dolls from Warehouse Inventory	Pending	Low	10/30/2023
Package Dolls for Shipping	Pending	Low	10/31/2023
Load Dolls onto Truck	Pending	Low	11/01/2023
Deliver Dolls	Pending	Low	11/02/2023

## Fulfilling the Request

- Grady, the warehouse manager, is informed of the transfer
- Grady preps and ships the transfer



## Determining the Impact

- Contoso performs an impact assessment of the unplanned inventory request



## Solution

Allan uses Microsoft Teams to handle a Contoso product request from beginning to end. Using the audio conferencing and messaging features, Allan keeps Contoso connected and communicative throughout the process.



## Benefits

- ✓ Communicate and hold audio conferences
- ✓ Upload, edit, and view files using the Files tab
- ✓ Find coworkers based off position, location, and specialty, using Who
- ✓ Conversation collaboration and retention through established channels





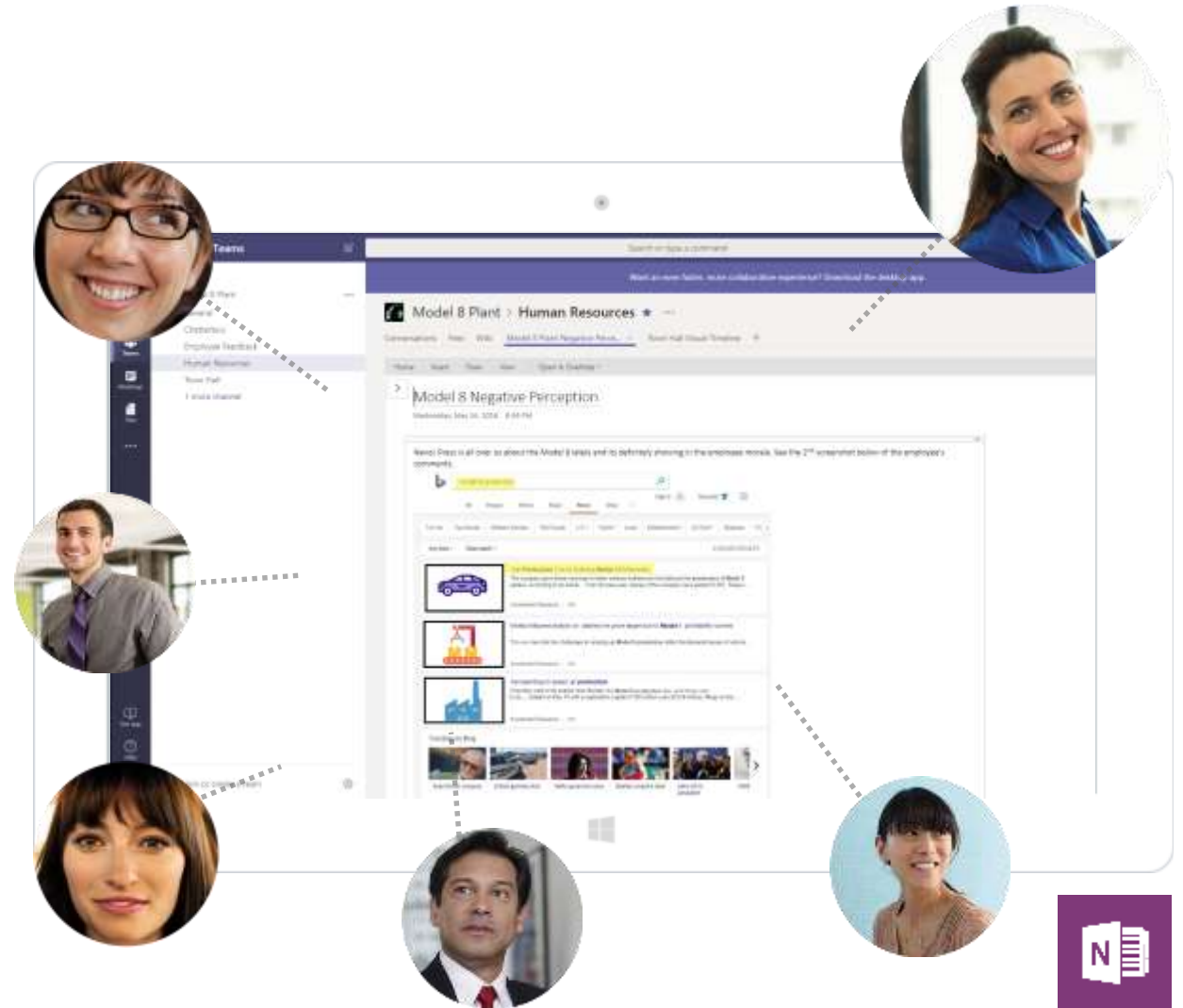
## Capital Investments - HR

When employee morale is at risk due to baseless rumors, Contoso relies on Microsoft Teams to effortlessly connect and communicate with employees to ease their concerns and foster a strong workplace community.

# Scenario 1: Escalating the Issue

With the rumors of Contoso possibly closing the Model 8 plant, Lidia begins to investigate it online to see what she can find. She pulls several internet articles, blog posts, and conversations together to show the extent of the issue.

- Lidia was the first to escalate the issue. Lidia has noticed how these rumors have led to several HR appointments citing failing morale and growing attrition. She can also see the conversations among Allan Deyoung, Alex Wilber, and Emily Braun in the **Chatterbox** channel in the **Model 8 Plant** team becoming negative. This team is where all the plant employees converse and stay up to date on general plant updates.
- Lidia raises these issues to the Model 8 Plant General Manager, Megan Bowen. Lidia sends Megan a direct message about these concerns. Megan reassures Lidia that everything will be alright, but Lidia is not convinced. Lidia emphasizes how this kind of declining work atmosphere can decrease productivity.

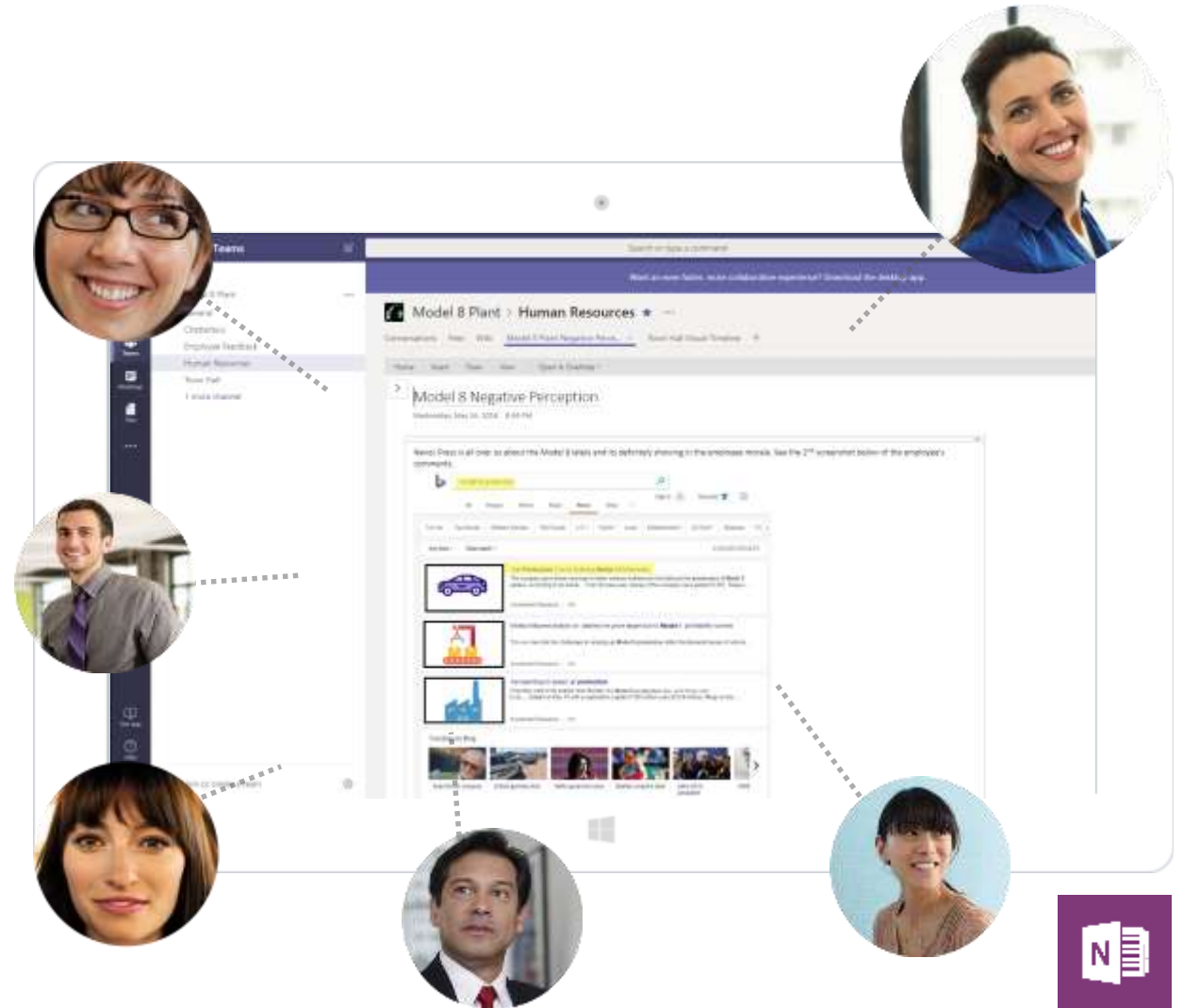




# Scenario 1: Escalating the Issue

- Megan reevaluates and is persuaded by Lidia. Megan asks Lidia to gather what she's found and store it in the **Model 8 Plant Negative Perception** OneNote tab in the **Human Resources** channel. This way it is housed securely in the cloud. Meanwhile, Megan sets up a meeting with Lidia and Miriam Graham, the VP of Contoso.
- Megan sets up an online meeting with Lidia and Miriam. Megan looks at the calendar to find an open time for everyone to meet.

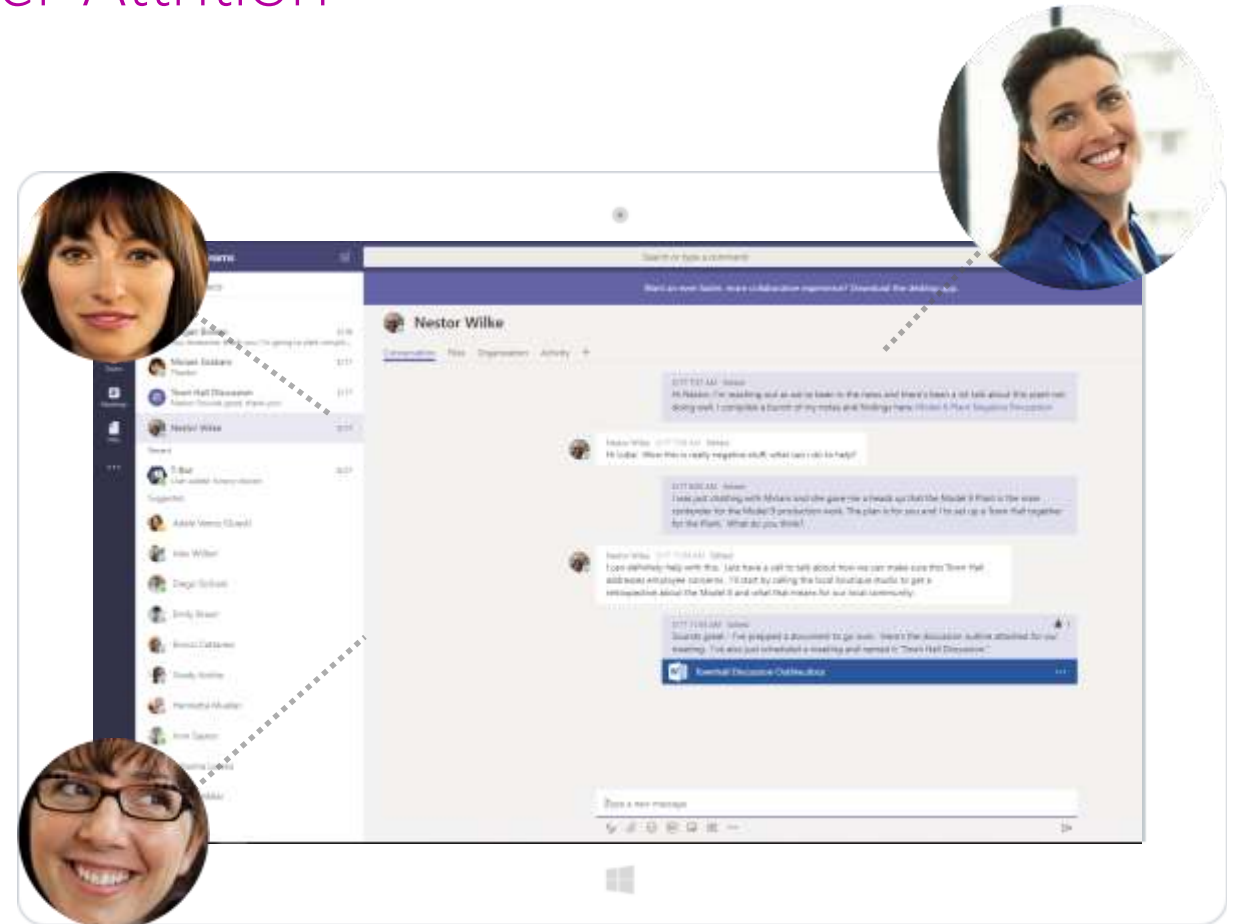
Megan sends out the invite to everyone. Lidia, Megan, and Miriam accept the meeting invite.



## Scenario 2: Taking Action to Lower Attrition

Lidia, Megan, and Miriam jump on a conference call and discuss the rumors of closure and how it is affecting employee attrition. Miriam listens to Lidia and agrees that the rumor mill was in high gear.

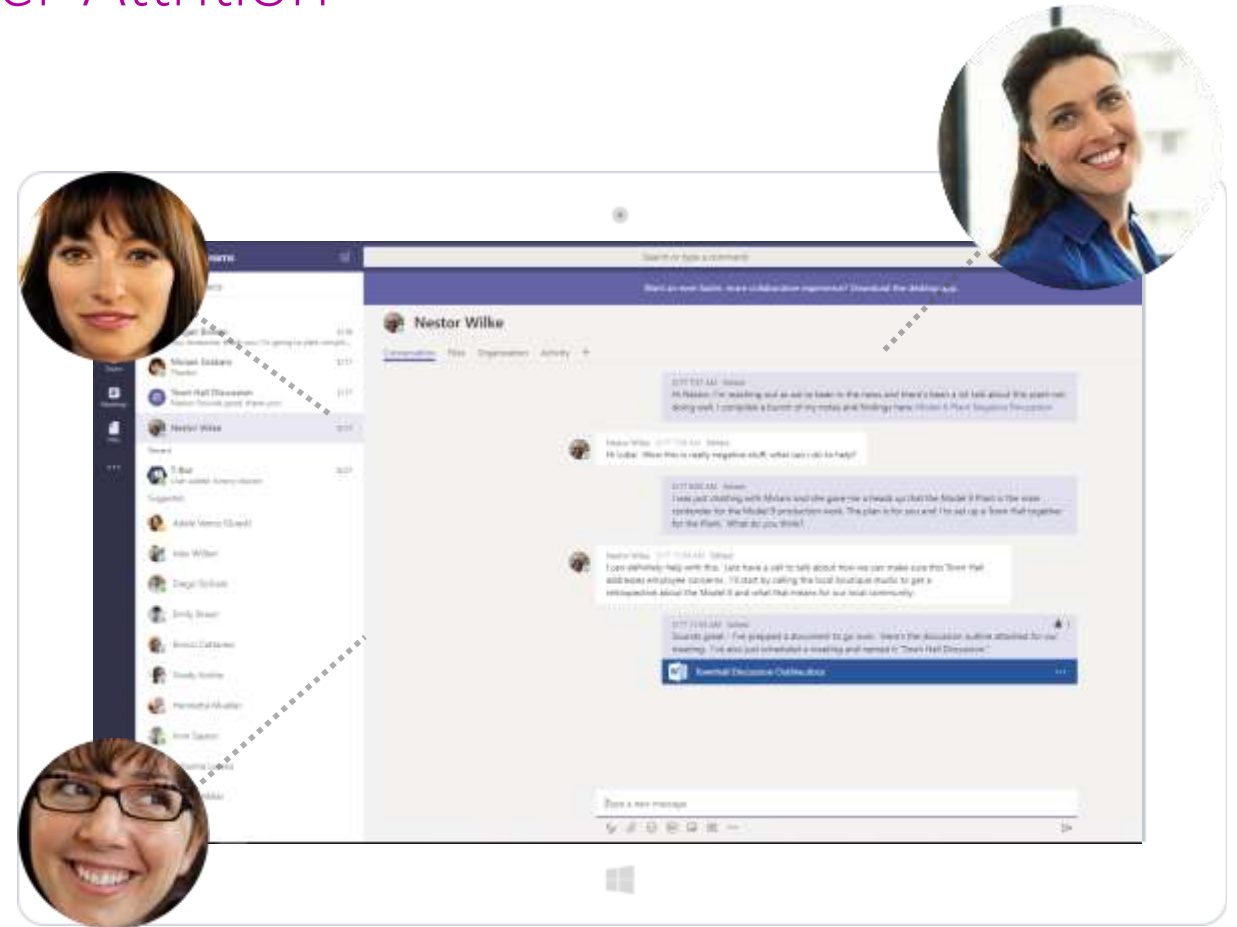
- Lidia shares her screen in the call to show Megan and Miriam the articles and news she's found online that talk about the Model 8 plant closure and the Model 8's declining relevance in the automotive marketplace. Lidia also shares the concerned employee posts she has seen on the **Chatterbox** channel—these are easily pulled up through the activity log.
- Miriam informs them that she has been pitching the Model 8 plant as the most strategic plant Contoso has, and that the Model 8 plant is the best location for the soon-to-be announced Model 9 car. She is confident that her projections are accurate, and that Contoso will commit to the Model 9 at the Model 8 plant soon. After the call, Miriam puts this in writing in a direct message to Lidia, reconfirming the Model 8 plant's strategic significance.



## Scenario 2: Taking Action to Lower Attrition

- Miriam asks Lidia to find a way to lower attrition and keep employees happy, while Miriam continues discussions with leadership. To this degree, Lidia proposes a series of local Town Halls (broadcasts) to both celebrate the Model 8, and share that the site is in consideration for the Model 9. If not, the attrition figures are only going to increase.
- Miriam agrees that without doing anything, critical employee talent may be lost, leaving the potential Model 9 plant without key resources, should that plant be awarded the new work. Miriam asks Lidia to involve Nestor Wilke in PR to help set up these Town Halls.

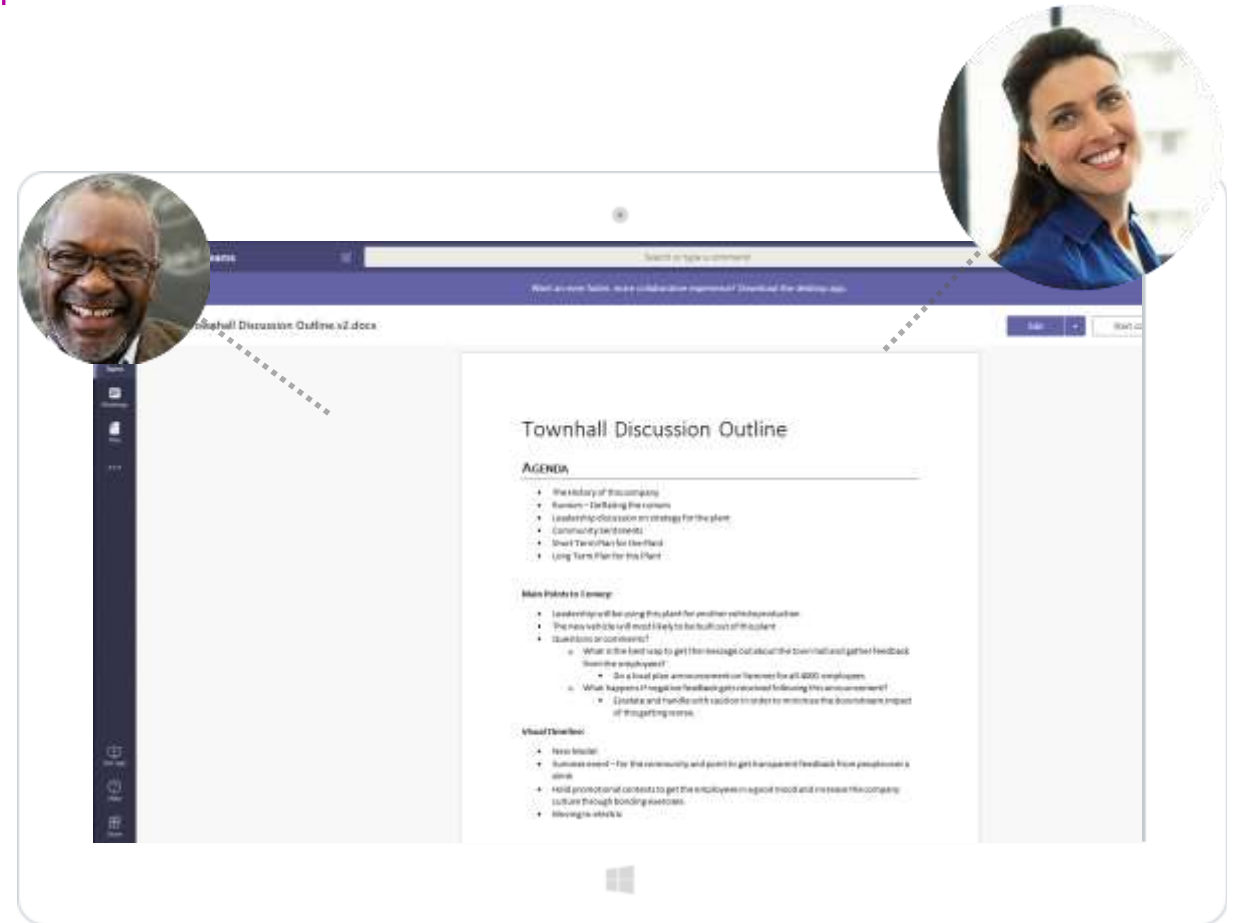
After the call, Lidia reaches out to Nestor through a direct message in Teams. She relays the situation of the closure rumors to Nestor, as well as the concerns with employee attrition and the Town Hall idea. Nestor is on board with the idea of the Town Hall and is ready to help.



# Scenario 3: Creating the Solution

Lidia and Nestor meet to discuss what steps to take to set up a local Town Hall with the Model 8 plant. They need to make sure that this is a practice that continues and one that responds to employee sentiments.

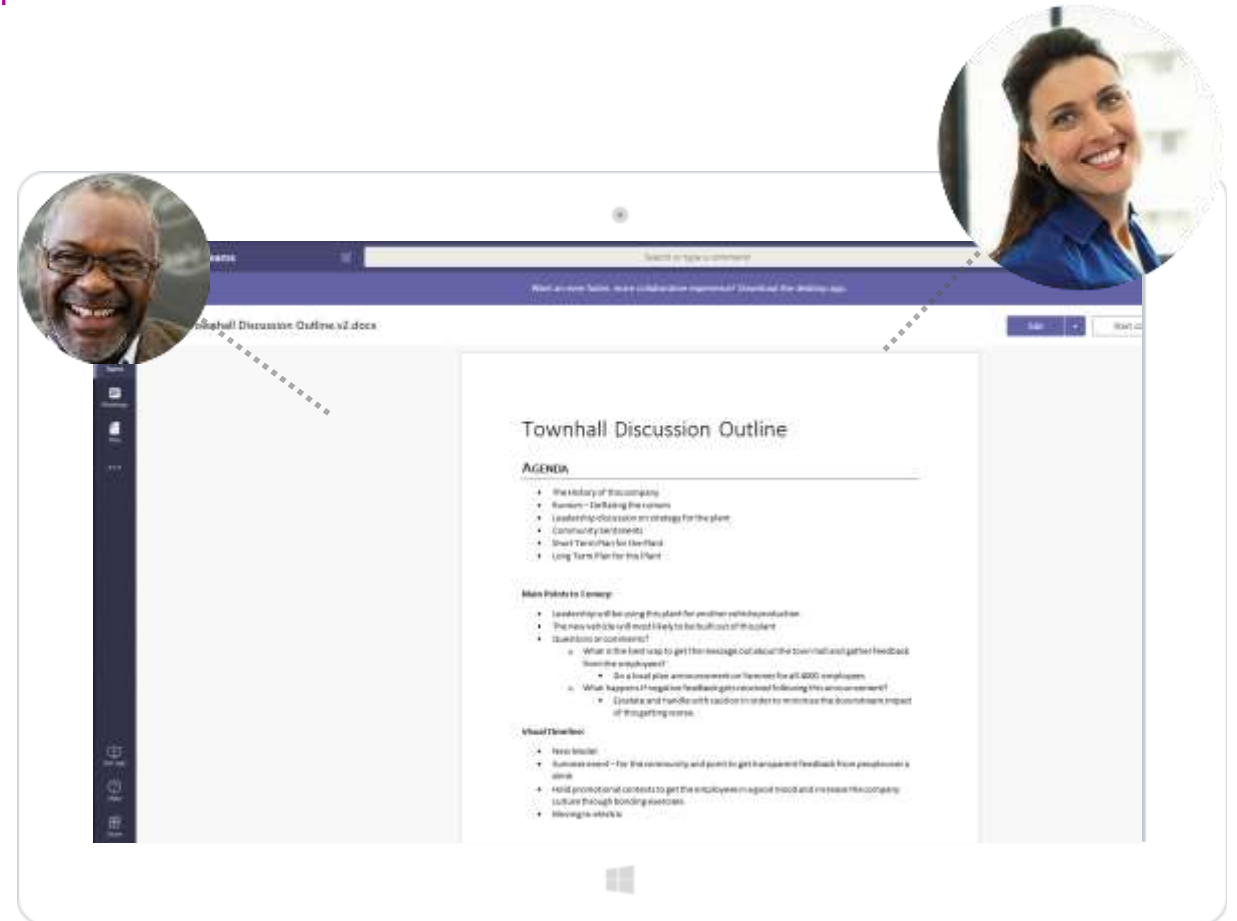
- Lidia uses Meet Now to meet with Nestor later in the afternoon. Before the meeting, Lidia drafts a Word outline of discussion topics for the first series of local Town Halls.
- In the meantime, Nestor takes action to get in contact with a local boutique studio to help with the retrospective on the Model 8 and what it has meant for Michigan. Nestor makes an audio call in the Teams Dialer to the local boutique. Nestor shares some sentiments about how the local Michigan community feel about Contoso and the Model 8. The boutique then creates a sentiment video reel that visually highlights Contoso on their own time.
- Afterwards, Lidia and Nestor jump on a call to discuss how they should approach the Town Hall. They open the Freehand by InVision app and start openly discussing and drafting ideas for the local Town Halls.



# Scenario 3: Creating the Solution

- Lidia and Nestor, within the Freehand by InVision app, begin to visualize their solution. They draw out a timeline for the Town Halls for the next three months, they pull in topics for discussion from Lidia's document, and they draw out ideas for how employees could provide feedback.
- Lidia uploads the Townhall Discussion Outline to the **Files** tab in the **Human Resources** channel. After the call, Lidia direct messages Miriam on Teams to sync up. Lidia tells Miriam that she and Nestor believe Yammer is the best way to make the announcement about the first local Town Hall.

Miriam and Lidia work together to set up and announce the first three local Town Halls for all employees (4000 people in total) over the next three months. The Town Halls will be held in smaller scale through local Teams conferences, with localized Town Halls and topics announced company-wide on Yammer.



Yammer



OneNote



Word

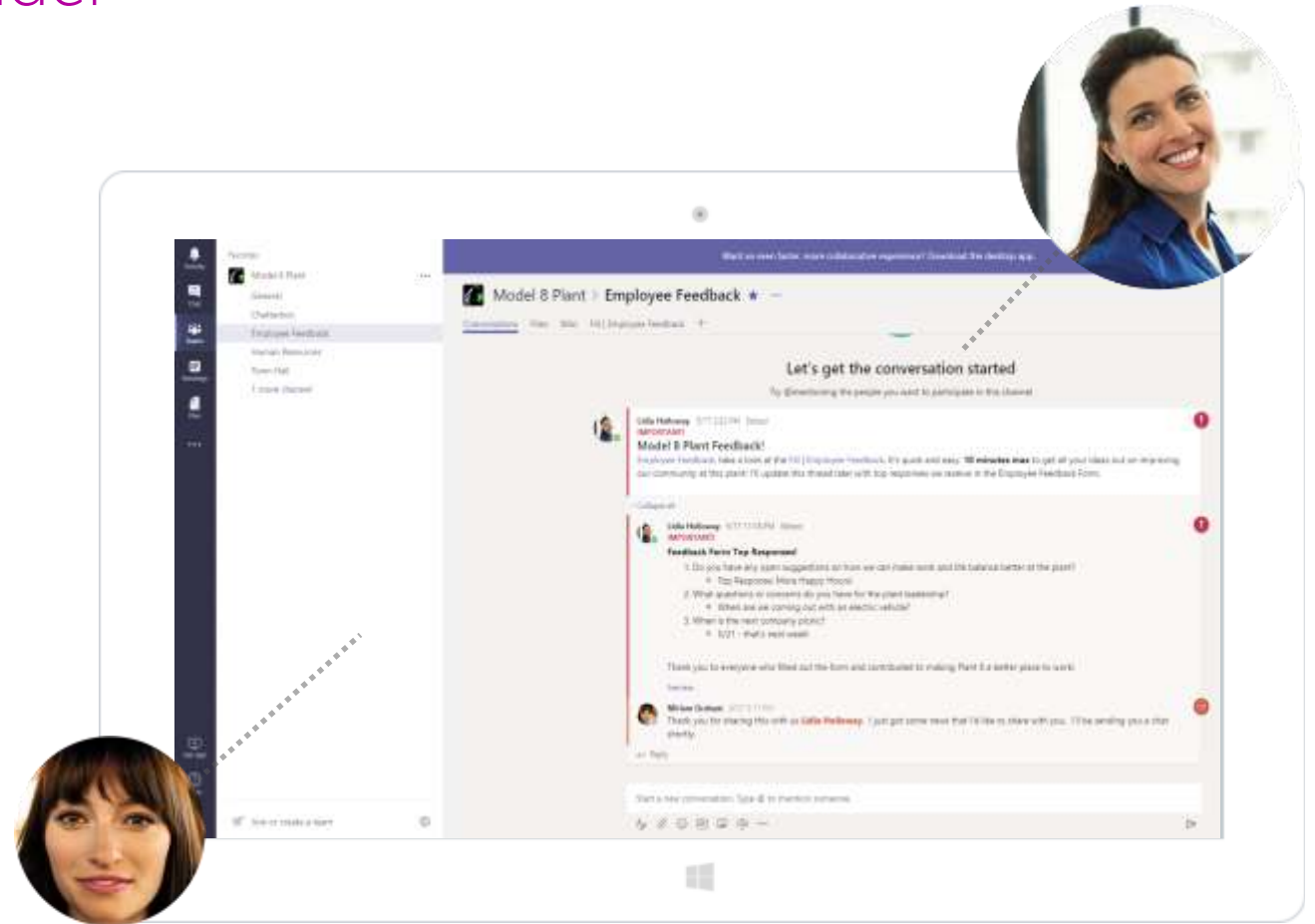


Freehand by  
InVision

# Scenario 4: Actions Speak Louder

Miriam announces the first series of localized Town Hall meetings on Contoso's Yammer page where every employee can see it. Employees respond somewhat favorably to this announcement, but their hesitation can still be felt. One employee even posts negative feedback. Lidia asks Miriam to respond to the comment. Miriam responds to the comment, while Lidia schedules the first Town Hall Meeting in the **Town Hall** channel.

- At the first Town Hall, Lidia presents from a conference call within the **Town Hall** channel. She first walks through the history of Model 8 car line. She also leverages the sentiment video reel that Nestor sourced from the local boutique studio. This video highlights how Contoso has made a positive impact on the local community and how people enjoy the Contoso brand. Lidia then announces that the Model 8 plant is officially in consideration for the new Model 9 work.
- Lidia adds to this announcement by highlighting that this could mean more work for Michigan, training for existing Model 8 employees, and some new hiring. However, Lidia clarifies that this isn't a certainty, but that the plant leadership is working hard to sell it to corporate. The conclusions of the Town Hall meeting within the channel are noted within the post as notes from the meeting.



Yammer



OneNote



PowerPoint



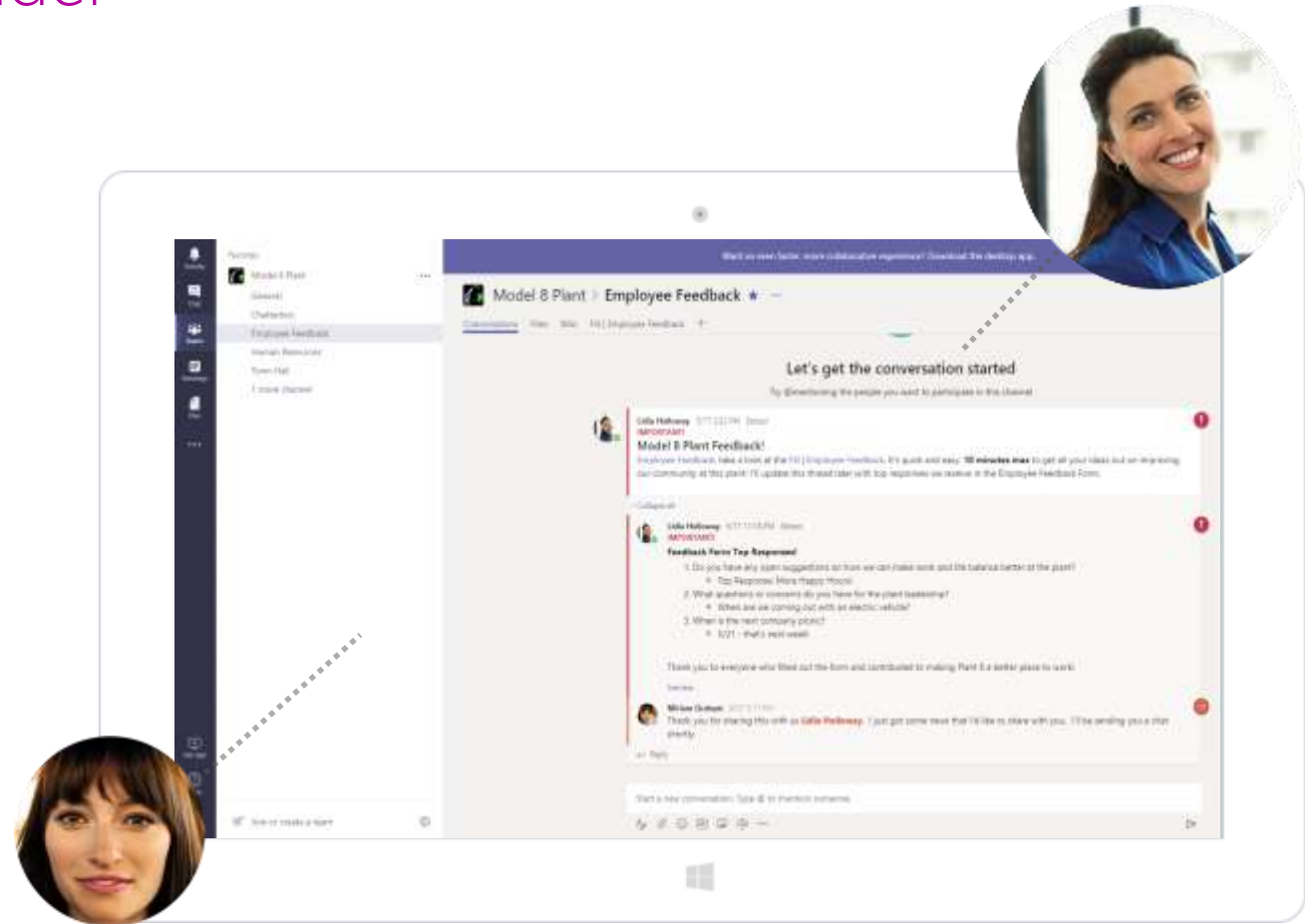
Forms



## Scenario 4: Actions Speak Louder

- In closing, Lidia asks employees to send their questions and concerns to her through a new **Employee Feedback** channel. In response, the Model 8 plant employees send quite a bit of feedback through **Fill | Employee Feedback Forms** tab. They also send positive sentiments and suggestions for how to help convince corporate to award them the Model 9. Overall, the response from the Model 8 plant employees is a positive one.
- Lidia organizes all the top questions and concerns, and posts them to the **Employee Feedback** channel, so all three shifts at the plant are aware of them. Buzz surrounding the news, and the Town Hall, helps to greatly improve the atmosphere at the plant and slow the attrition rate. This is also seen in the **Chatterbox** channel as the earlier negative conversations begin to lighten.

Three weeks later, corporate makes their decision to expand the plant in Michigan to ramp-up production on the new Model 9. Miriam informs Lidia, who then makes the winning announcement on the **Chatterbox** channel and opens up feedback for everyone to comment and celebrate.



Yammer



OneNote

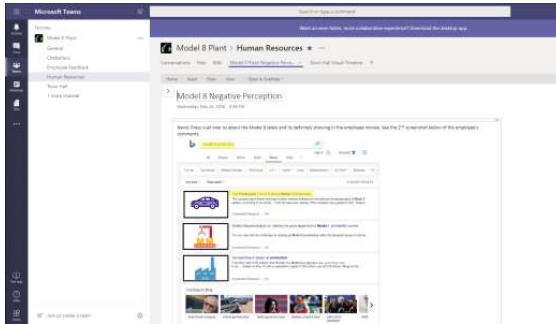


PowerPoint



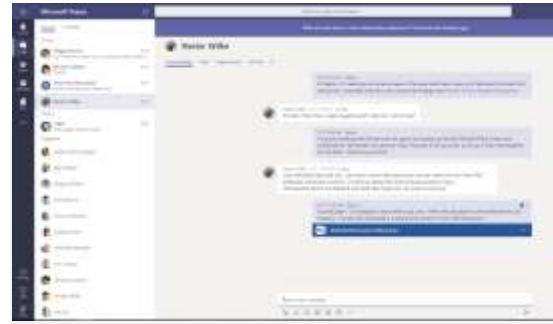
Forms

# Summary



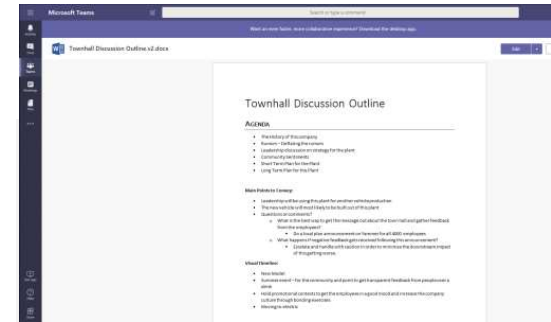
## Identifying a Leak

- Measure company morale within Teams conversations
- Schedule meetings to escalate the issue



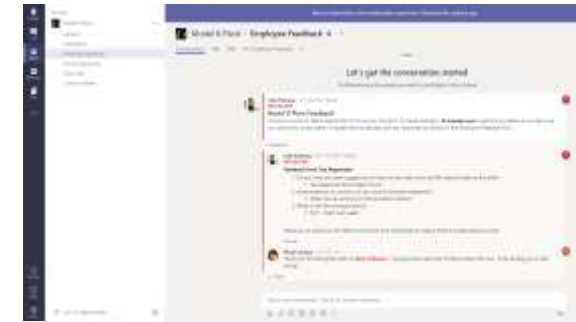
## Taking Action to Lower Attrition

- Meet to cover the recent negative rumors and poor morale
- Propose the idea of company Town Halls



## Creating the Solution

- Brainstorm Town Halls
- Create video to raise spirits



## Actions Speak Louder

- Hold pilot Town Hall
- Create location to provide employee feedback



## Solution

Keeping employee attrition to a minimum is any company's priority, and one that is easily actionable through Microsoft Teams. With Teams, it is easy to connect to coworkers and easy to coordinate efforts to ease employee concerns. With enterprise security, conversations and meetings are held with peace of mind. Collaborating together, freely drafting ideas, and creating documents are made easy Teams. Through these streamlined processes and robust applications, Microsoft Teams helps create solutions to foster a strong workplace community.



## Benefits

- ✓ Quickly reach out to, and chat with coworkers
- ✓ Create open-channel communication to foster interpersonal communication
- ✓ Easily schedule meetings and find the best available times for invitees through the native scheduling calendar
- ✓ Hold secure calls and conferences, and share screens with enterprise security
- ✓ Collaborate, ideate, and draft solutions on an infinite white boarding space with Freehand by InVision
- ✓ Create and co-author documents, spreadsheets, and presentations in the cloud
- ✓ Upload and share files in a secure, cloud-enabled repository with Files
- ✓ Keep employees engaged and updated company-wide, in an open forum with Yammer
- ✓ Create surveys for feedback and engage employees with Forms





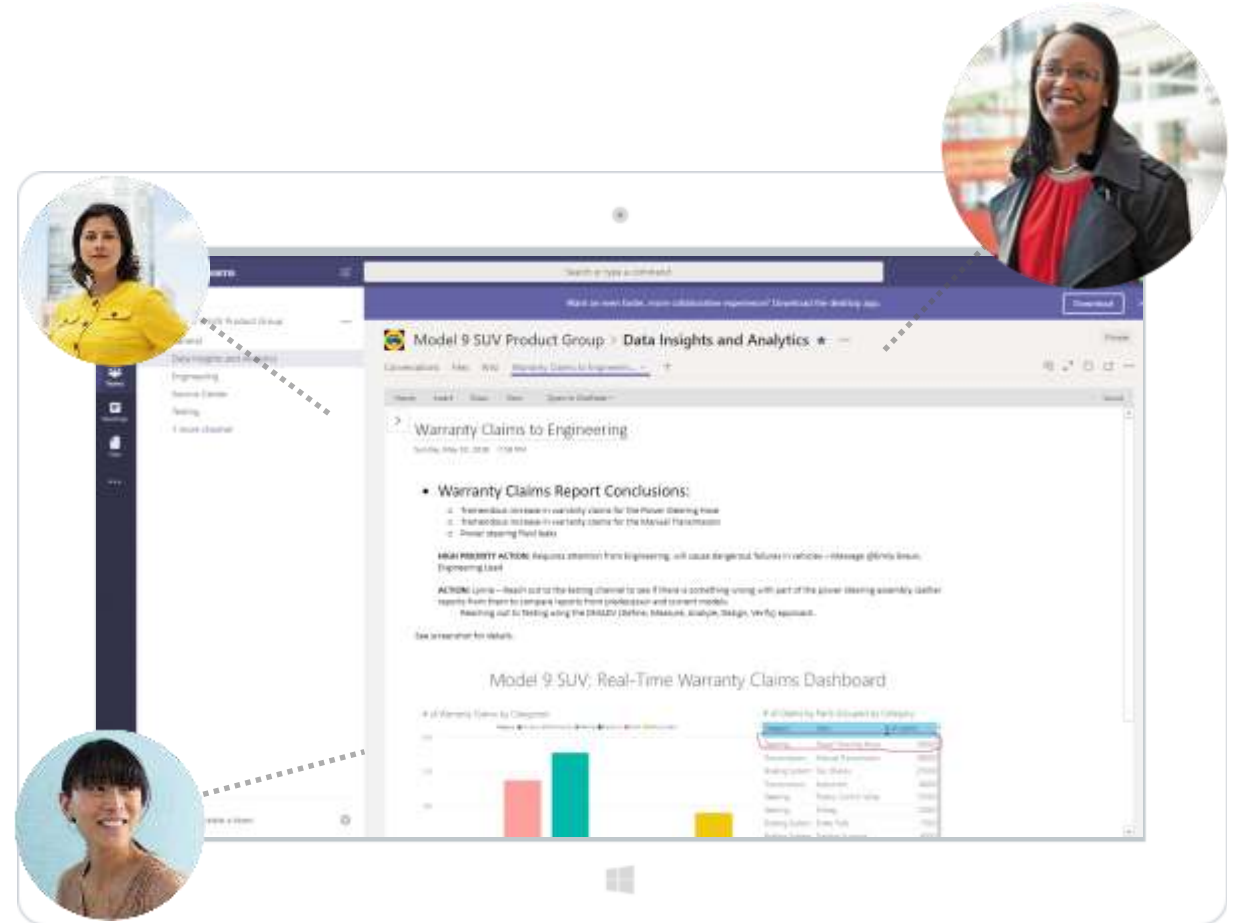
## Reliability and Serviceability

With the communication powers of Microsoft Teams, Contoso runs a multi-faceted analysis to identify the root-cause behind failure reports for one of their vehicles, and in the end creating a solution path to prevent mishaps.

# Scenario 1: Failure Reports

Lynne has just completed a Lean Six Sigma course and wants to apply some of the things she learned to her regular Six Sigma approach.

- Lynne has recently seen a rise in reports from Contoso's new Model 9 SUV, including a statistically significant rise in manual transmission warranty claims and faulty power steering hoses.
- Lynne is going through all the incoming reports from service technicians like Patti Fernandez in the **Model 9 SUV Warranty Claims** Power BI tab located in the **Service Center** channel within the **Model 9 SUV Product Group** team. As she goes through the reports, she takes notes for Emily Braun, an Engineering Lead, in a shared **Warranty Claims to Engineering** OneNote tab in the **Data Insights and Analysis** channel. She mentions Emily in the OneNote tab, inviting her to collaborate with her as she investigates each of these issues.



OneNote

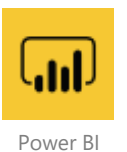
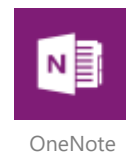
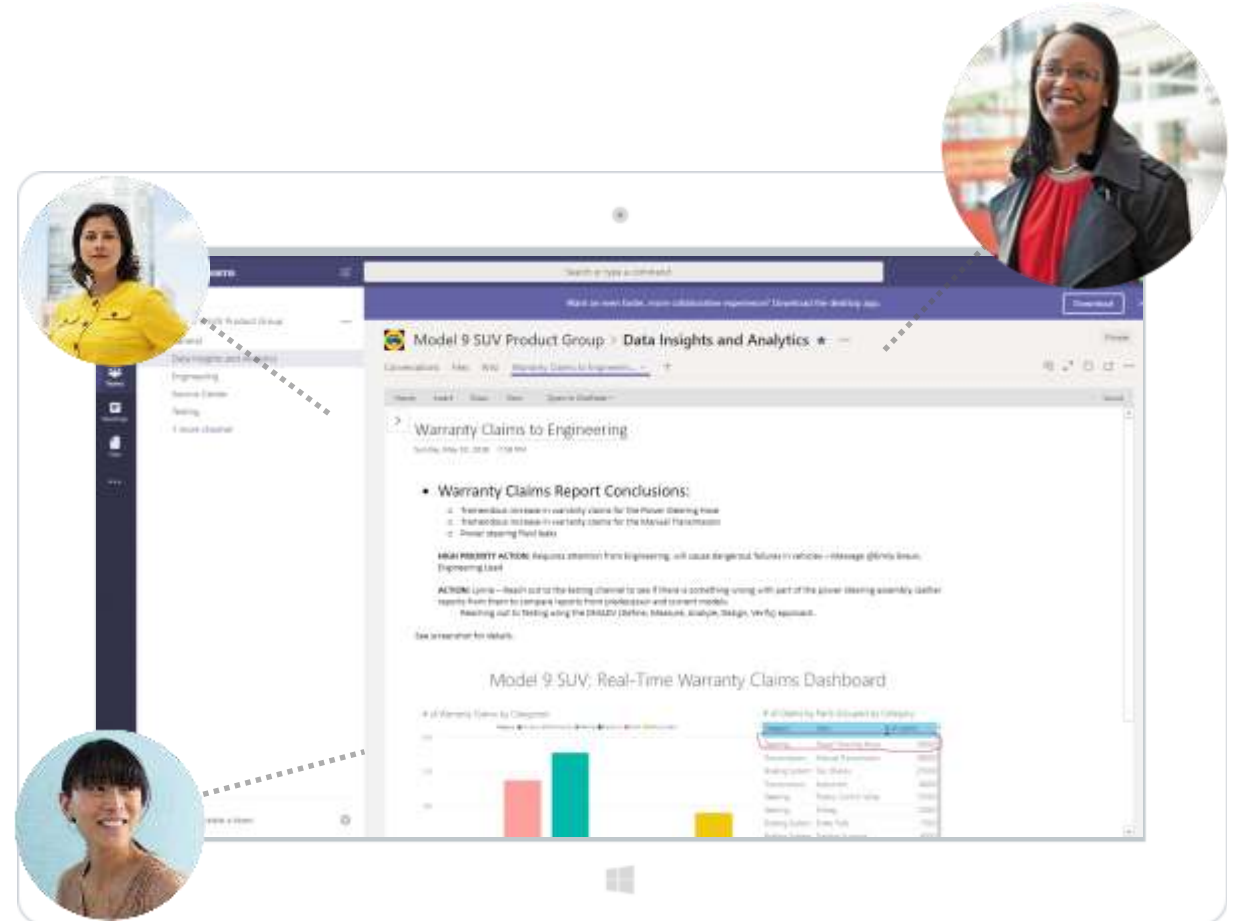


Power BI

# Scenario 1: Failure Reports

- During her review of the development reports on the transmission issue, she sees indications of power steering fluid leaks and immediately mentions Emily in the **Warranty Claims to Engineering** OneNote tab to alert her of the issue she found. This is a high-priority problem that needs to be solved quickly to avoid a potentially dangerous failure in Contoso's vehicles.

Lynne needs to request more testing of the Model 9 to make sure this is not repeated and is just a one-off faulty part. She has to be certain that there is nothing wrong with part of the power steering assembly.





## Scenario 2: Discovering the Issue

Lynne puts out a request in the **Testing** channel of the **Model 9 SUV Product Group** team and specifically asks the R&D team to gather stress test reports from predecessor and current models of the Model 9 SUV, so she can compare results and upgrades made to the new model that may be causing the current issue.

- Lynne decides to practice a DMADV (define, measure, analyze, design, verify) approach that she learned about in her recent Lean Sigma Six course, to solve the issue at hand, with the goal of pre-empting customer impact.
- As she is viewing the PDF of the results of the previous and the current model of the SUV, located in the **Files** tab of the **Testing** channel, she sees that there was similar leaking reported in the factory testing, but the in-field failures were not present with older models.
- Lynne send a private message to Debra, her Product Manager regarding the issue. Lynne chats with her about issuing a notice to all the field techs at Contoso's service centers to check the Model 9 SUV's power steering hose at service checks and report any abnormalities.



PDF



Power BI

## Scenario 2: Discovering the Issue

- Debra agrees with Lynne's assessment and confirms that Lynne should issue the notice.
- Lynne issues the notice through a Service Center mention in the **Service Center** channel. Patti, a Lead Service Technician, acknowledges the notice and says that they will be on the lookout for abnormalities on the Model 9 SUV.
- Lynne then proceeds to watch day after day as the service centers report failed hoses and loss of steering increases when driving off-road or in rough conditions, through data fed into a **Model 9 SUV Warranty Claims** Power BI tab in the **Service Center** channel during each service check.
- With the problem narrowed down to an area in the SUV, Lynne next needs to set up a call with several teams to find and design a solution.

Lynne sees this as an issue that could harm Contoso in the short and long term and knows it needs to be fixed quickly to avoid any accidents.



PDF



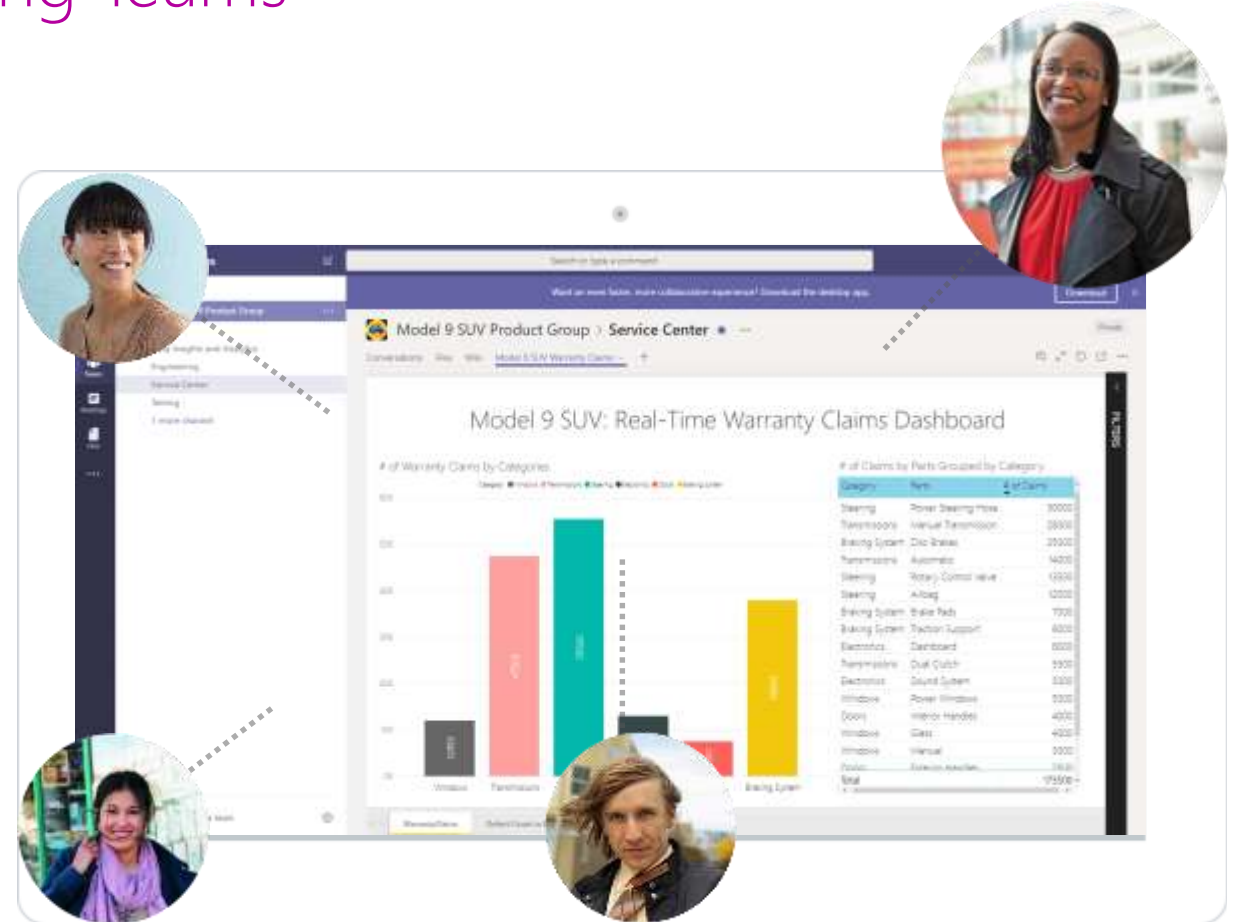
Power BI

# Scenario 3: Looping in Engineering Teams

Lynne coordinates a call with her boss Debra, as well as Engineering Lead Emily Braun, and the Finance Lead Enrico Cattaneo, so she can share her analysis on the faulty hose leaks.

Using the meeting scheduler, Lynne is able to view schedules and find a time that works for everyone to have a video call.

- Lynne initiates the call within the **Engineering** channel and shares her screen, showing her notes in the **Warranty Claims to Engineering** OneNote tab, failure reports, and **Model 9 SUV Warranty Claims** Power BI tab. If her numbers are correct and the trends continue, Contoso would be looking at a very large risk of failures due to the power steering systems, particularly after harsh driving conditions—failures that could create serious risks to drivers and passengers.
- Lynne's findings are very alarming for the rest of the team. In the conversation thread of the call, Debra and Emily comment on how this needs to be resolved quickly, and Emily commits to immediate tests to reproduce the failures Lynne has been seeing in the field reports.



Excel



OneNote

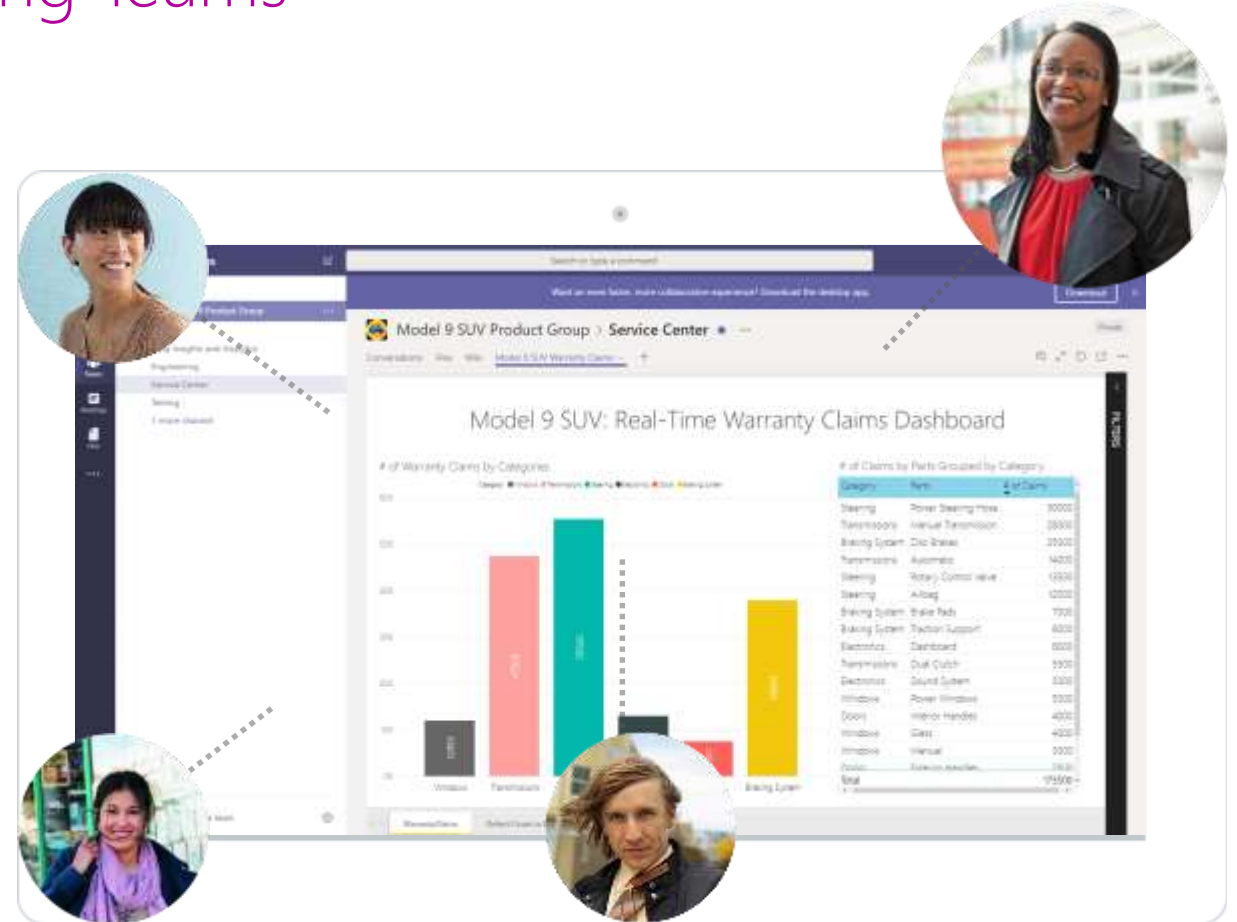


Power BI

# Scenario 3: Looping in Engineering Teams

- Enrico and the rest of the finance team begin to assemble an estimate in Microsoft Excel in the **Files** tab in the **Data Insights and Analysis** channel, comparing extended service bulletins and increased warranty coverage versus a limited recall, and as a last resort, an all-out recall of the Model 9 SUV.
- Debra also acts to document what was said in the call in a shared **Warranty Claims to Engineering** OneNote tab in the **Data Insights and Analysis** channel, and loops in the Marketing and PR teams with a conversation message in the **Engineering** channel, which is part of Contoso's Reliability and Safety group protocol of keeping all communications for seven years.

With everyone tasked on what they need to do to resolve the issue, Lynne waits to hear back from engineering about the tests they are running to reproduce the failures.



Excel



OneNote

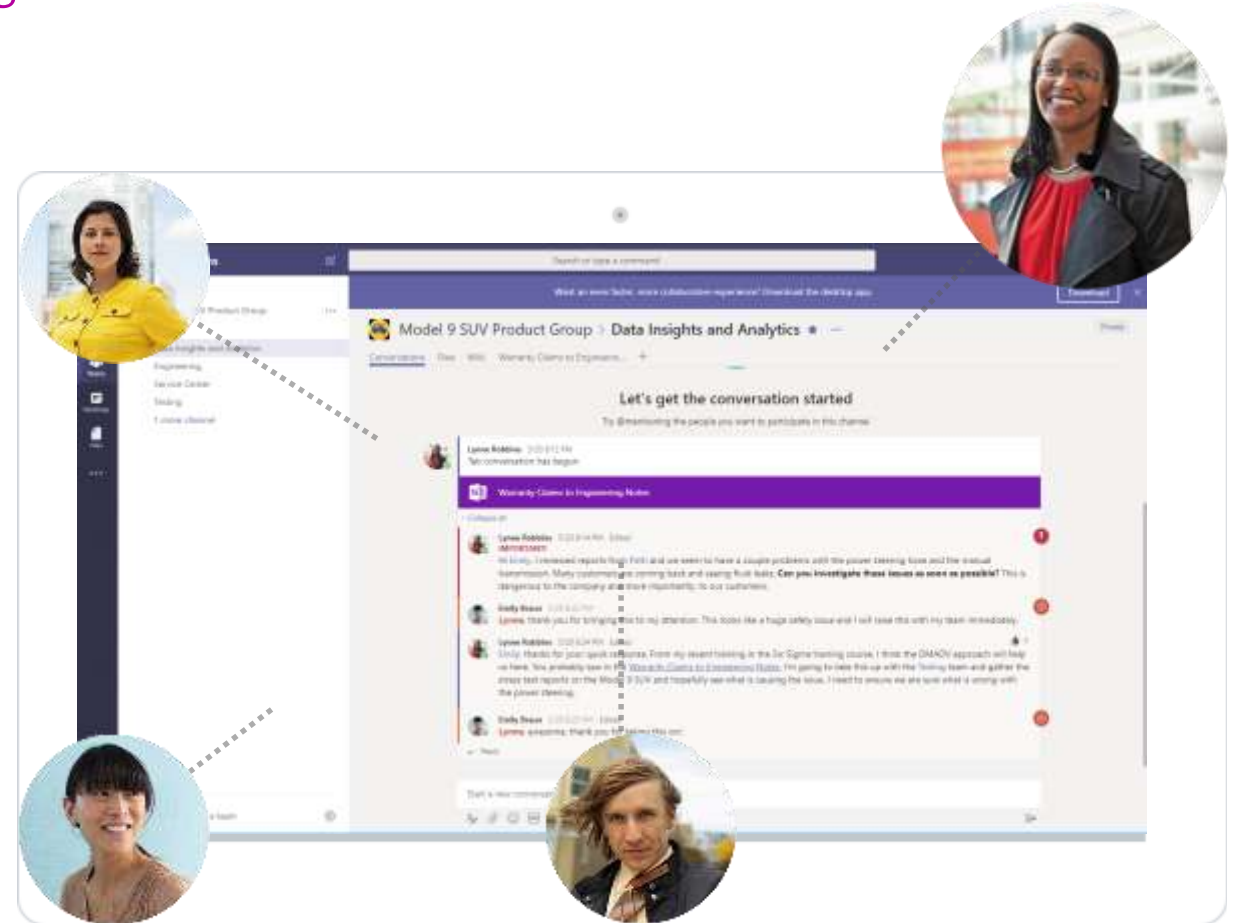


Power BI

# Scenario 4: Resolving the Failures

Lynne gets a response back fairly quickly via a mention on the **Data Insights and Analysis** channel from Emily, saying they were able to reproduce the failure in the field and that they have isolated it to a new power steering pump mount that was a new design for the Model 9.

- Emily discovered that the mount was smaller and mounted lower on the pump than previous models, creating more torque on the hose and fitting when the vehicle is jarred.
- Emily stores her analysis and CAD models of the Model 9 SUV comparing it to the previous version in the **Engineering** channel **Files** tab and tags Lynne in a message in the **Conversations** tab with a link to the file.
- Lynne receives the notification, and after looking over the analysis, immediately contacts Patti to confirm that the failed units had the smaller mount. Patti confirms that the failed units had the smaller mount and had noticeable bending stress on the mount.



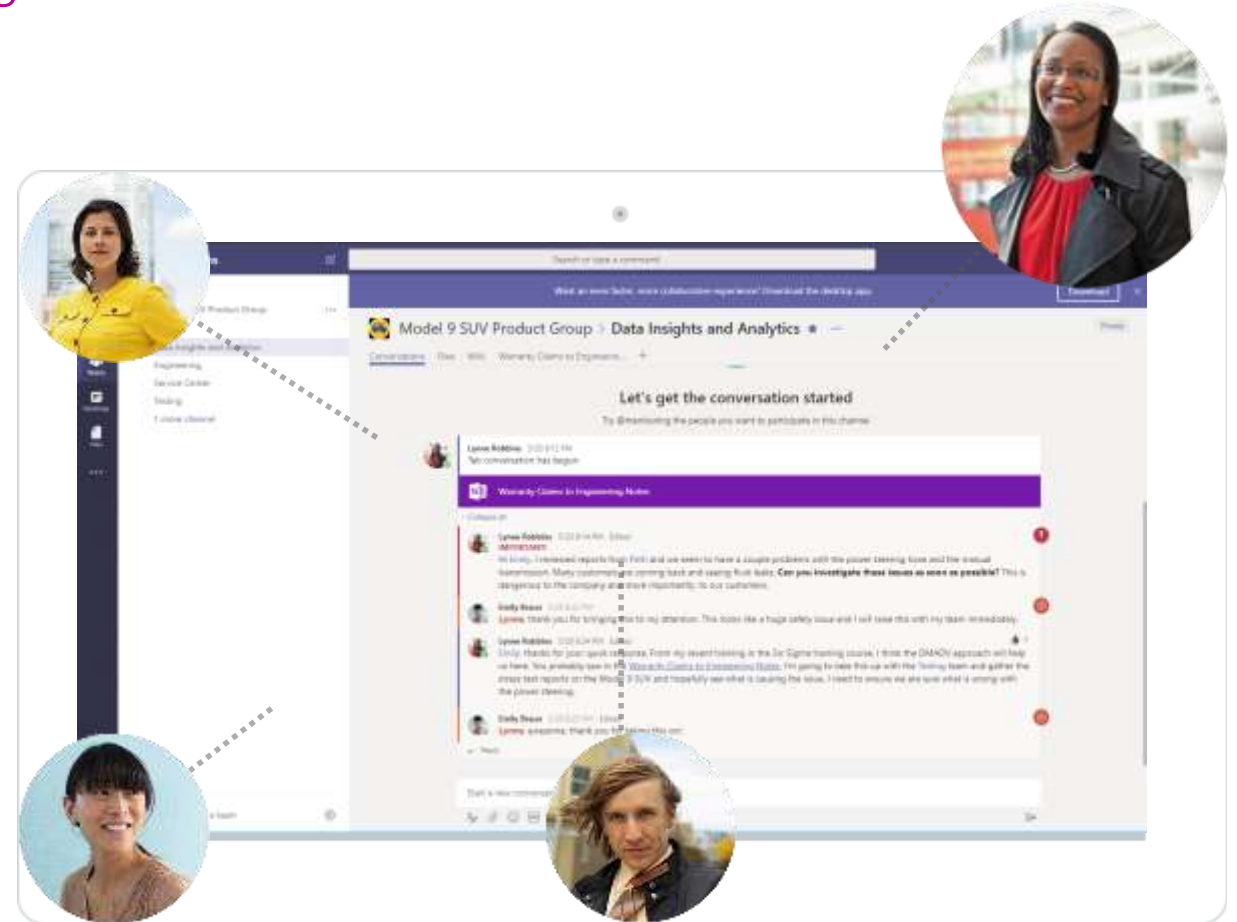
Excel



## Scenario 4: Resolving the Failures

- Lynne creates another call within the **Engineering** channel so she can share the results of the test, and includes Enrico so he can share his estimates for possible recall options.
- Through the call, Emily and Enrico share their Hose Warranty Claims & Recall Estimate Excel report and CAD model comparison. Based off that information, the team decides to take three specific actions. First, they will issue a production change for all subsequent Model 9s, which essentially means a limited service recall for all existing Model 9 owners to have a safety check if they have been driving off-road conditions. Next they will have the marketing and the PR teams create communication material to send out to affected customers. And finally, they will continue to monitor the number of hose failures over the next 12 months.

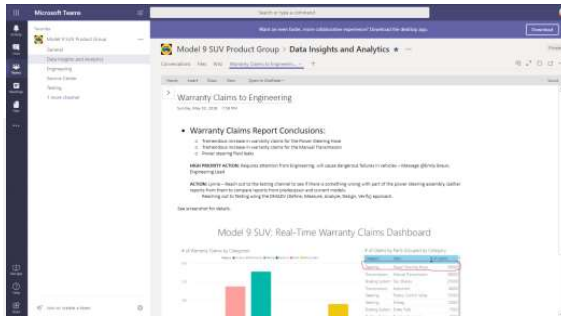
Lynne was able to avoid a potential disaster for Contoso by acting quickly and getting all the necessary teams involved in resolving the Model 9 power steering failures.



Excel

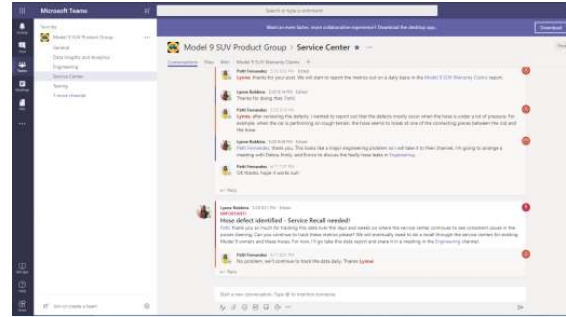


# Summary



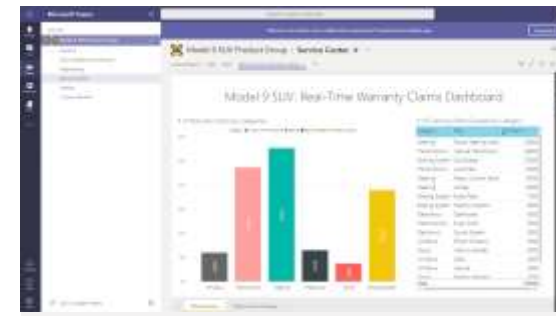
## Failure Reports

- Review of service reports
- Identification of power steering issue



## Discovering the Issue

- Application of Lean Six Sigma methods
- Confirmation of issue
- Power BI of reported issues



## Looping in Engineering Teams

- Presentation on the reported issue
- Ordering of tests to identify cause



## Resolving the Failures

- Identifying cause of the issue
- Creation of plan moving forward



## Solution

With the communication powers of Microsoft Teams, Contoso ran a multi-faceted analysis of the failure happening in their Model 9 SUV. Efficient communication with all parties involved was crucial in finding the root of the failure and creating a solution to prevent potential disaster.



## Benefits

- ✓ Communicate and collaborate through established channels
- ✓ Collaborative and powerful document creation with OneNote
- ✓ Dive into a wealth of analytical data with Power BI
- ✓ Find the perfect meeting times
- ✓ Have video calls and share your work anywhere with video calling
- ✓ Easily and securely store team documents





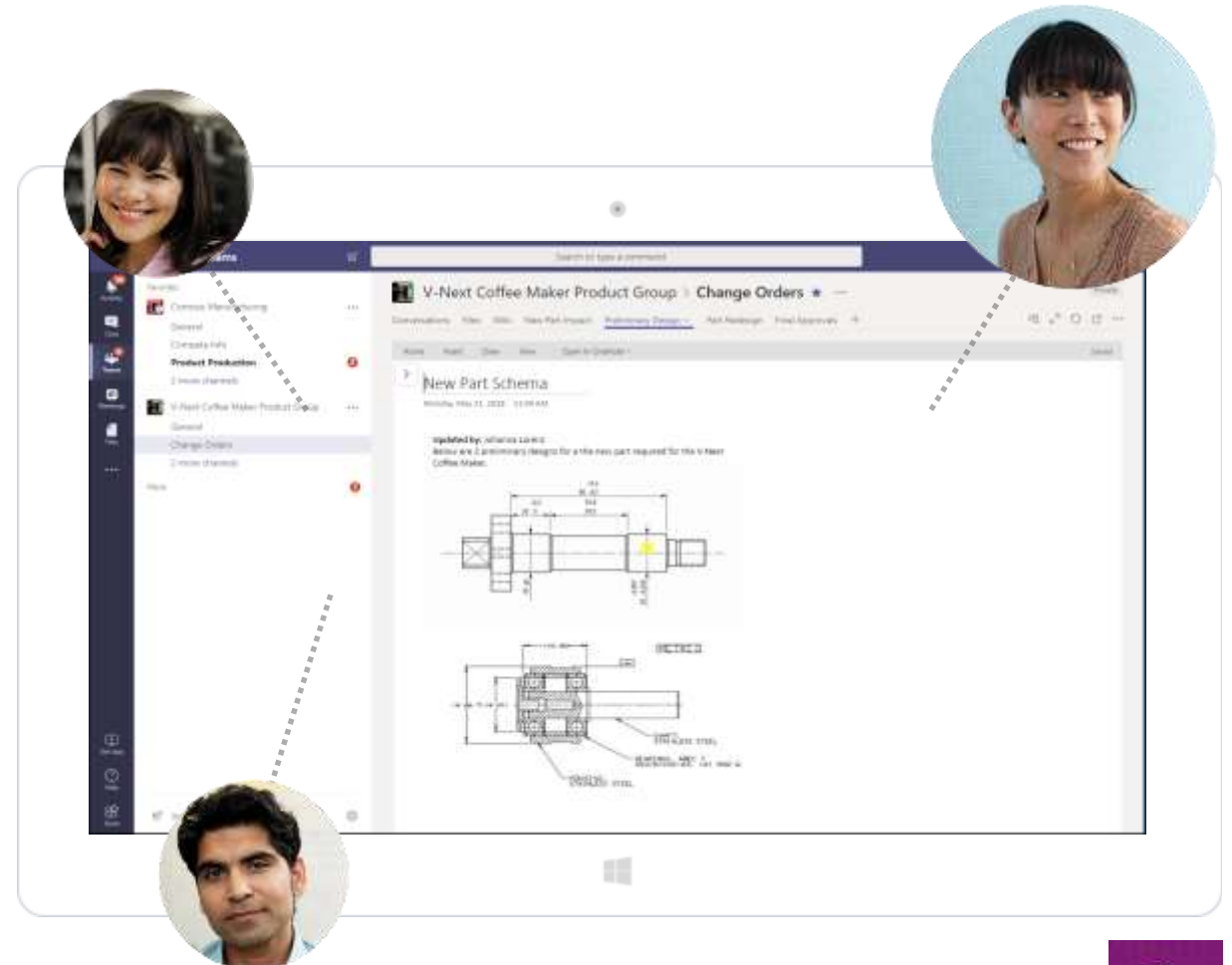
## Implementing a Change Order

Contoso employees resourcefully handle a change request for a new product and coordinate designing a new part keeping costs as low as possible, all through the ease of communication on Teams.

# Scenario 1: Change Request

Emily receives a message in teams from Pradeep Gupta, a Director at Contoso, about a change request for a new part for the V-Next coffee machine, due to a competitor purchasing their former parts supplier.

- Emily wants to get as much information as possible about this change, so she invites Pradeep and Johanna Lorenz, a design team member, to a video conference in the **Change Order** channel of the **V-Next Coffee Maker Product Group** team to discuss the new part and any impact it could have on production and timeline.
- As the conference is happening, Emily screen shares the New Part Impact Microsoft OneNote file and takes down discussion points about the new design of the machine and changes to the manufacturing process.

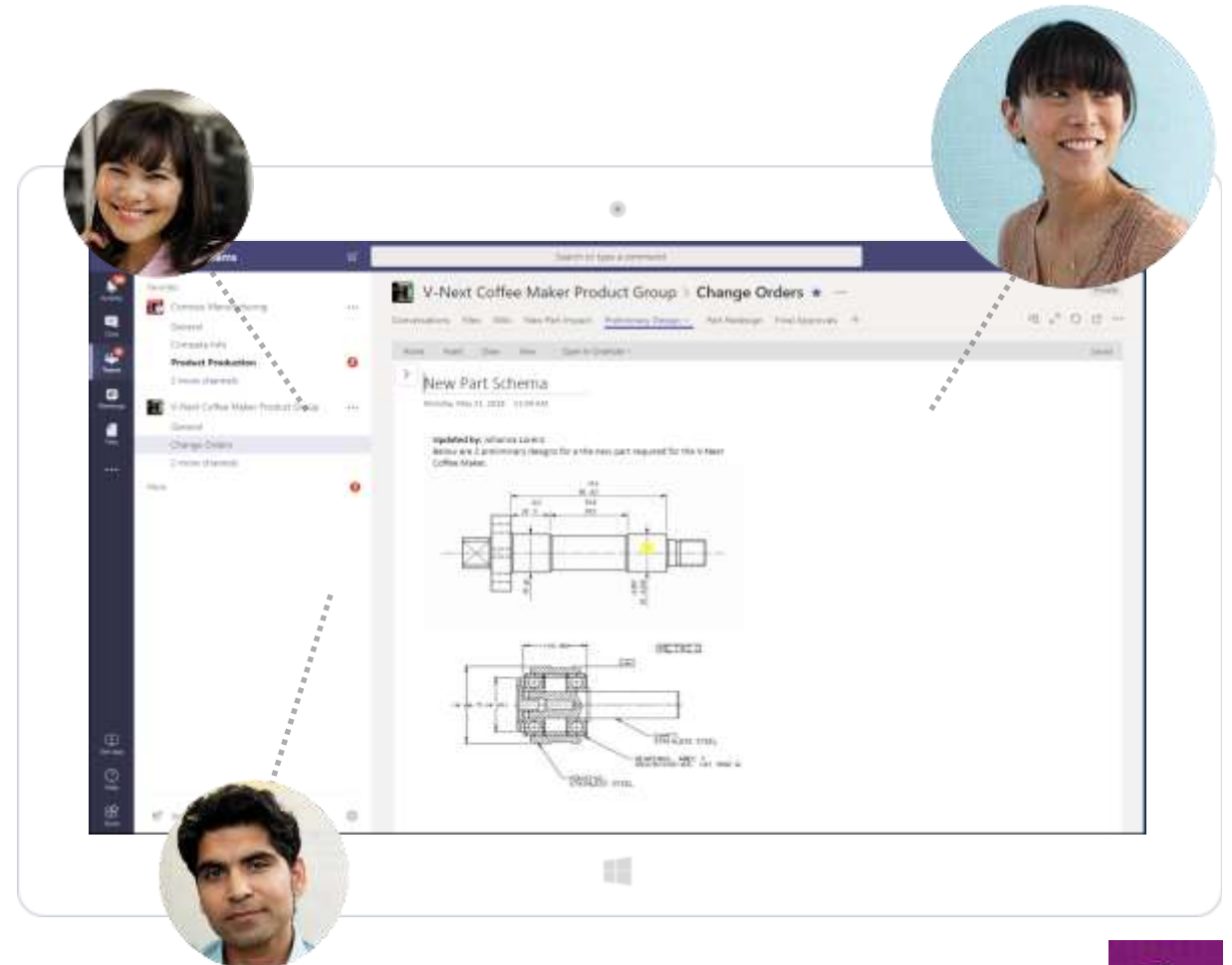


OneNote

# Scenario 1: Change Request

- As the call is wrapping up, they all agree on the changes that need to be made to the manufacturing process, to get the new part and new designs implemented. Emily also pins the **New Part Impact** OneNote to the channel in a tab for easy access.

With a complete vision for the change in mind, Emily mentions Johanna in the **Change Orders** channel, telling her to use this channel as a collaboration space for creating new designs.

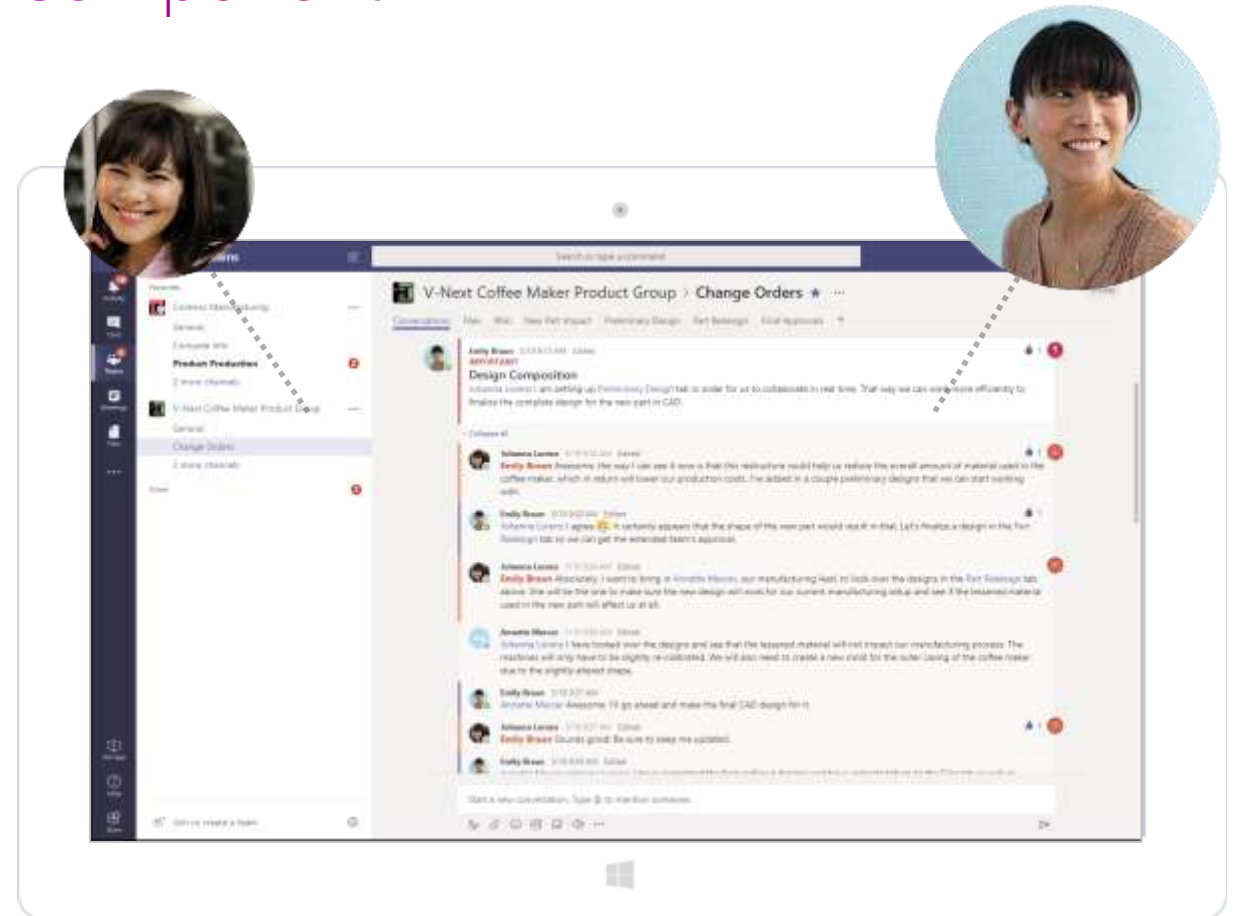


OneNote

## Scenario 2: Designing for a New Component

Emily and Johanna now need to put together a preliminary design for the revised V-Next coffee machine, so they can create a model in CAD for the manufacturing team to work with.

- Emily sets up a **Preliminary Design** OneNote tab in the **Change Orders** channel. This tool allows Emily and Johanna to collaborate in real time on the CAD drawing.
- Johanna notices that the shape of the new part will allow them to restructure the layout of several parts of the machine, which will allow them to reduce the overall amount of material used on the end product—potentially saving the company on production costs. She has a conversation with Emily in the previous conversation going over these discoveries.



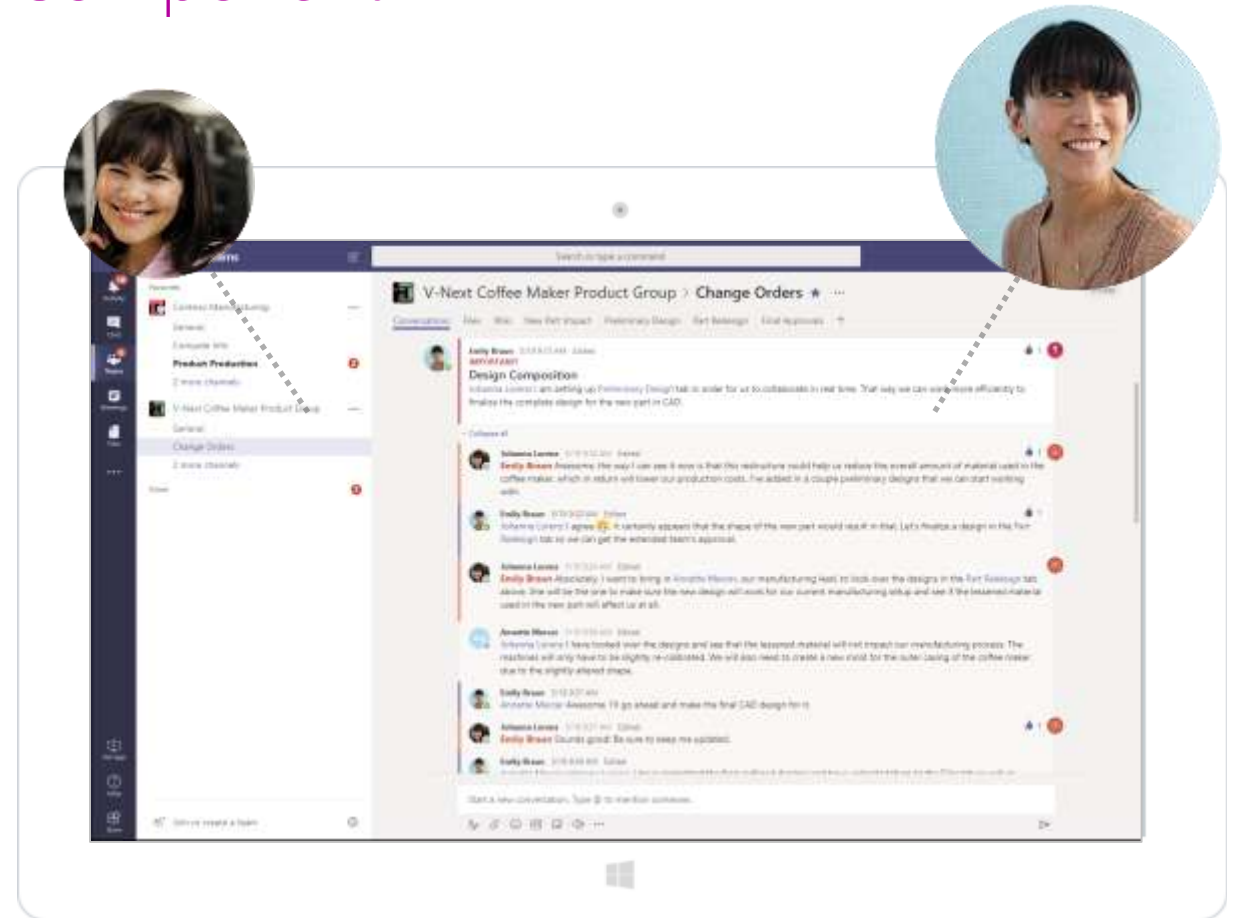
OneNote



## Scenario 2: Designing for a New Component

- This seems like an excellent solution to them. They agree that they have arrived at the new final design for the V-Next coffee machine.

Emily now needs to send out the designs for review with the extended team to get approvals.

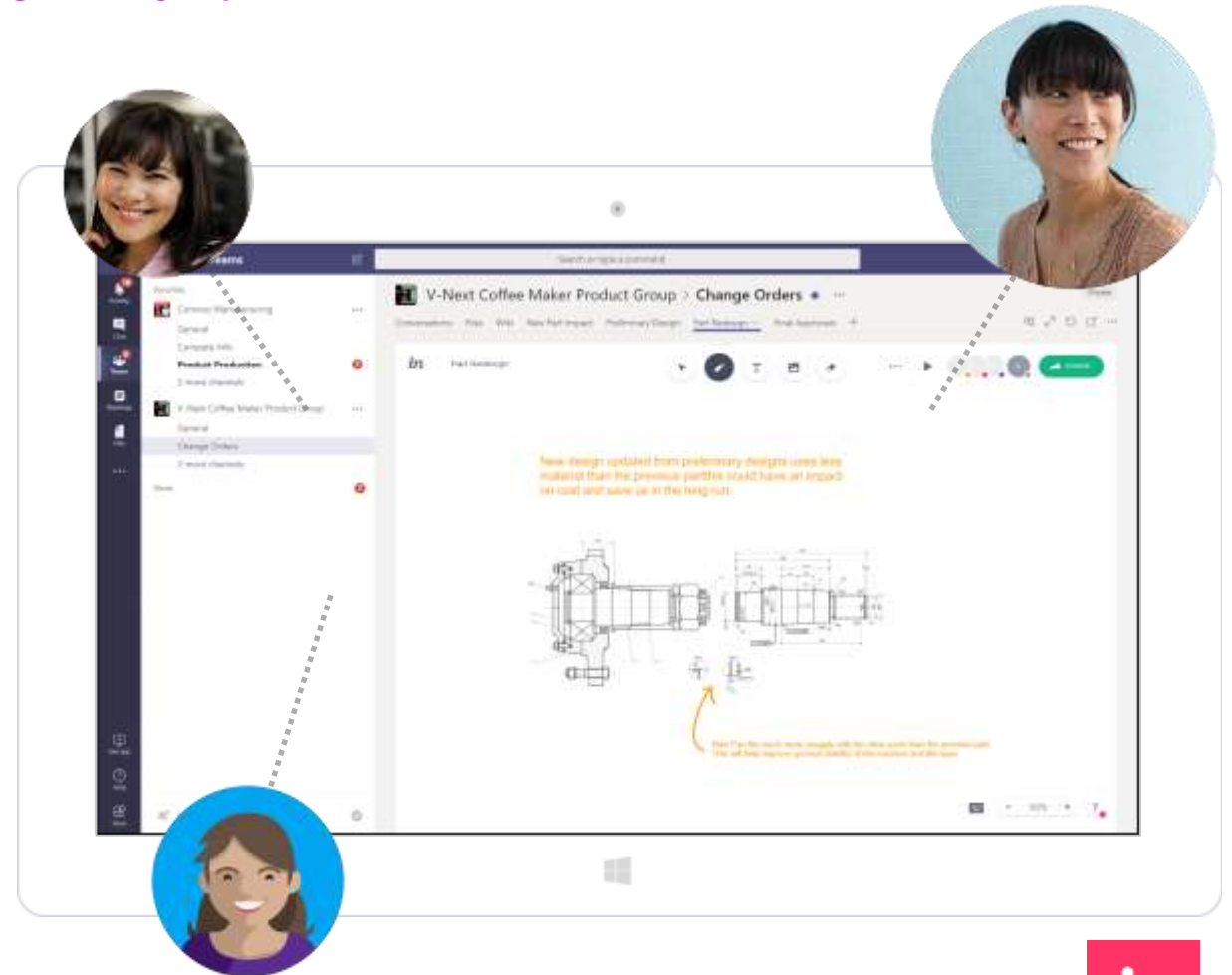


OneNote

## Scenario 3: Manufacturing the New Part

Emily and Johanna loop in Annette Mercer, a Manufacturing Lead, to review the mock designs with a mention in the **Change Order** channel's **Part Redesign** Freehand by InVision tab.

- Annette looks over the design mock up and sees that the minor change in design and lessened material will not impact their manufacturing line process and that the machines will just have to be recalibrated for the slightly different shape of the new part. She also notes that a new mold will need to be made for the slightly altered shape of the coffee machine.
- With the approval from manufacturing, Emily now can create a detailed CAD design of the new component, so manufacturing has an exact blueprint of what to make.

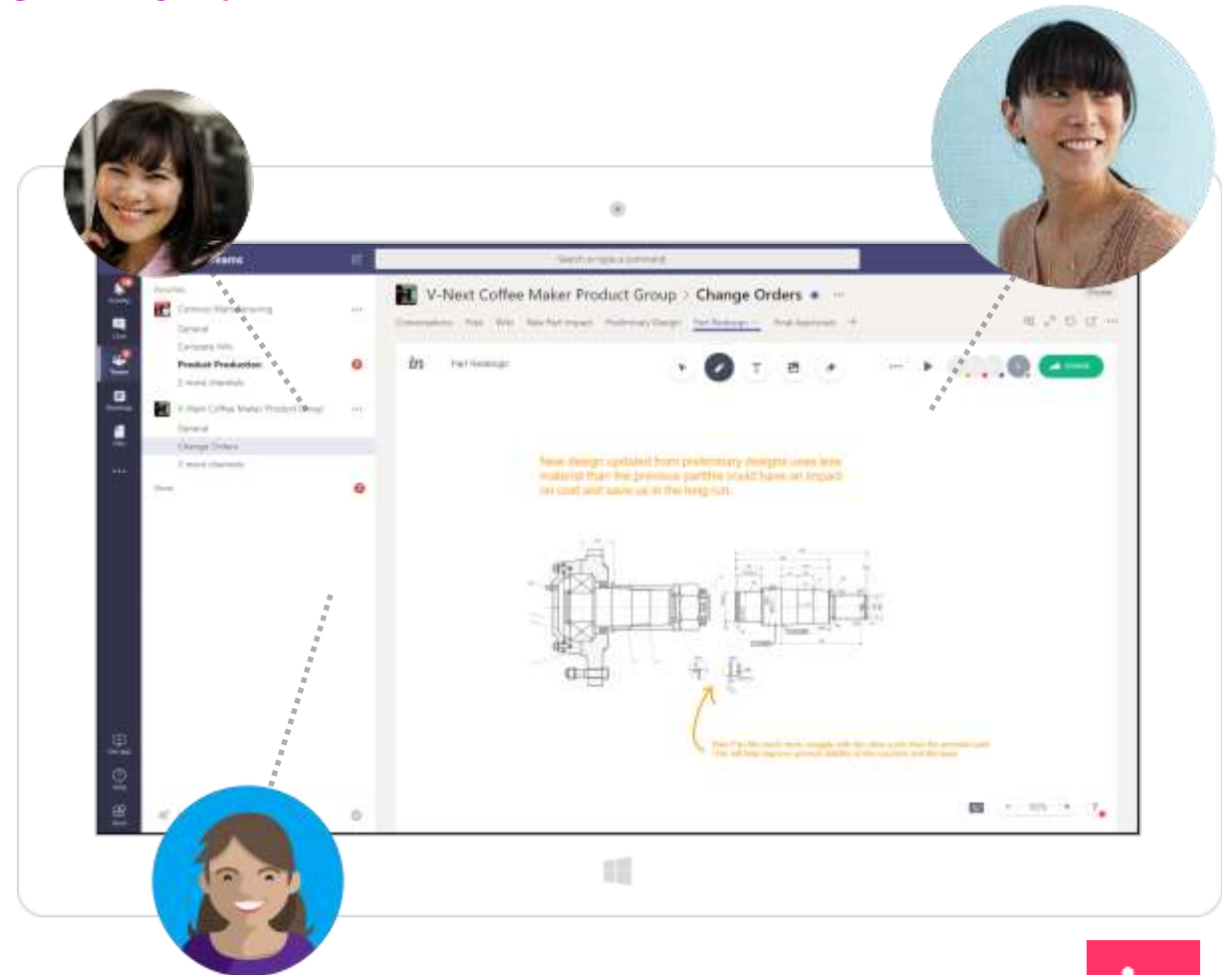


Freehand by  
InVision

## Scenario 3: Manufacturing the New Part

- Once the CAD design is complete, Emily stores it in the **Change Order** channel **File** tab, so Annette will have easy and secure access to the CAD file.

Emily now needs to go through a larger approval process to make sure all channels are locked in for the change.



Freehand by  
InVision

## Scenario 4: Finalizing the Change

Now that all the designs are finished for the new coffee maker component, Emily loops in Diego, an Operations Manager, as well as Pradeep, to get final approvals.

- Emily knows they need to communicate the new design changes to several different departments within the company. These departments include Marketing, Shipping, and Warranty & Maintenance. With that in mind, she sets up a **Final Approvals** Smartsheet tab in the **Change Orders** channel to keep track of each approval manually. She also loops in Diego and Pradeep to the conversation, and asks them to complete the approvals.
- Once each document is approved, Diego and Pradeep mention Emily in the **Change Orders** channel, and provide her with the approved document as an attachment in the conversation.

Task	Description	Status	Due Date	Priority
New Part Approval	Please review the final designs for the new part created for the V-Next Coffee Maker	Complete	8/28/19	High
Manufacturing Appr	Please review the final designs for the new part created for the V-Next Coffee Maker	Complete	8/28/19	High
Marketing final appr	Please review the final designs created by Product Design	Complete	8/28/19	High

Smartsheet

Word

## Scenario 4: Finalizing the Change

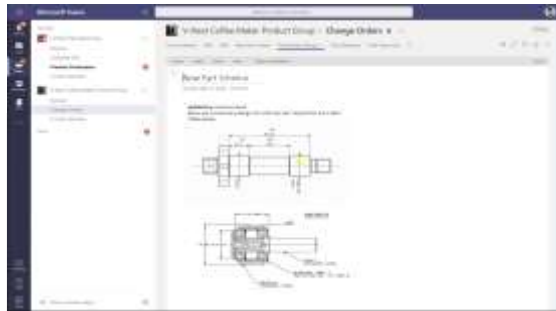
- Now that Diego and Pradeep have approved all the new changes, they discuss the launch date for the revised machine with Emily in the **Change Orders** channel of the **V-Next Coffee Maker Product Group** team.
- Pradeep creates a message in the **Change Order** channel with the approved changes and the new launch date for the V-Next coffee maker.

With launch dates finalized, Contoso has officially worked around the challenge of creating a new product design on short notice, and in the process, even managed to create what they believe is a higher-quality coffee maker!

This	Description	Status	Date	Approvers	Priority
New Part Approval	Please review the final designs for the new part created for the V-Next Coffee Maker.	Complete	8/26/18		High
Manufacturing Appr	Please review the final designs for the new part created for the V-Next Coffee Maker.	Complete	8/26/18		High
Marketing final app	Please review the finalized documents created by Pradeep.	Complete			High

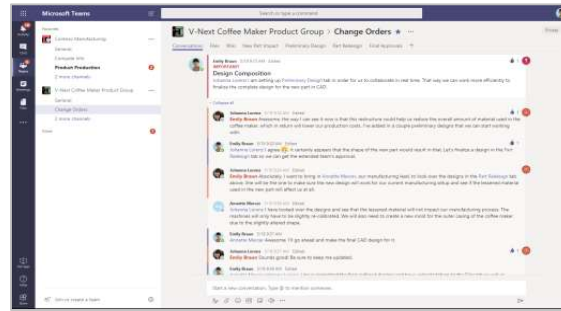
At the bottom right of the slide, there are two icons: a blue square with a white checkmark labeled 'Smartsheet', and a blue square with a white 'W' labeled 'Word'.

# Summary



## Change Request

- Receives change order requests
- Meeting over change order requests



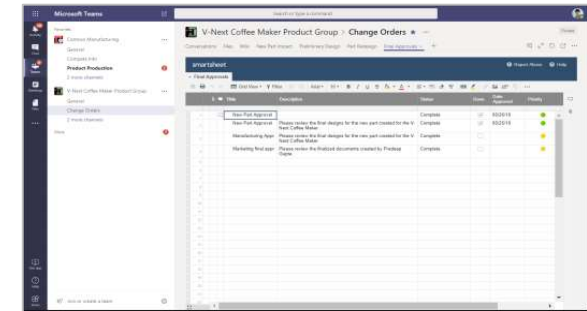
## Designing for a New Component

- Creation of change order final designs



## Manufacturing the New Part

- Determine impact of the new change order designs



## Finalizing the Change

- Final approval of new designs
- Inform company of change order and new launch dates





## Solution

With the communication and collaboration powers of Microsoft Teams, Contoso designed and created a new component for the V-Next coffee maker. They were able to reduce costs and create a stable supply of components. Collaboration with all parties involved was crucial in creating a new design that surpassed previous models.



## Benefits

- ✓ Communicate and collaborate through established channels
- ✓ Enjoy collaborative and powerful document creation with OneNote
- ✓ Create and collaborate with colleagues using Freehand by InVision
- ✓ Host video calls and share your work anywhere with video calling
- ✓ Store team documents easily and securely
- ✓ Set up simple and hassle-free team tasks in Smartsheet





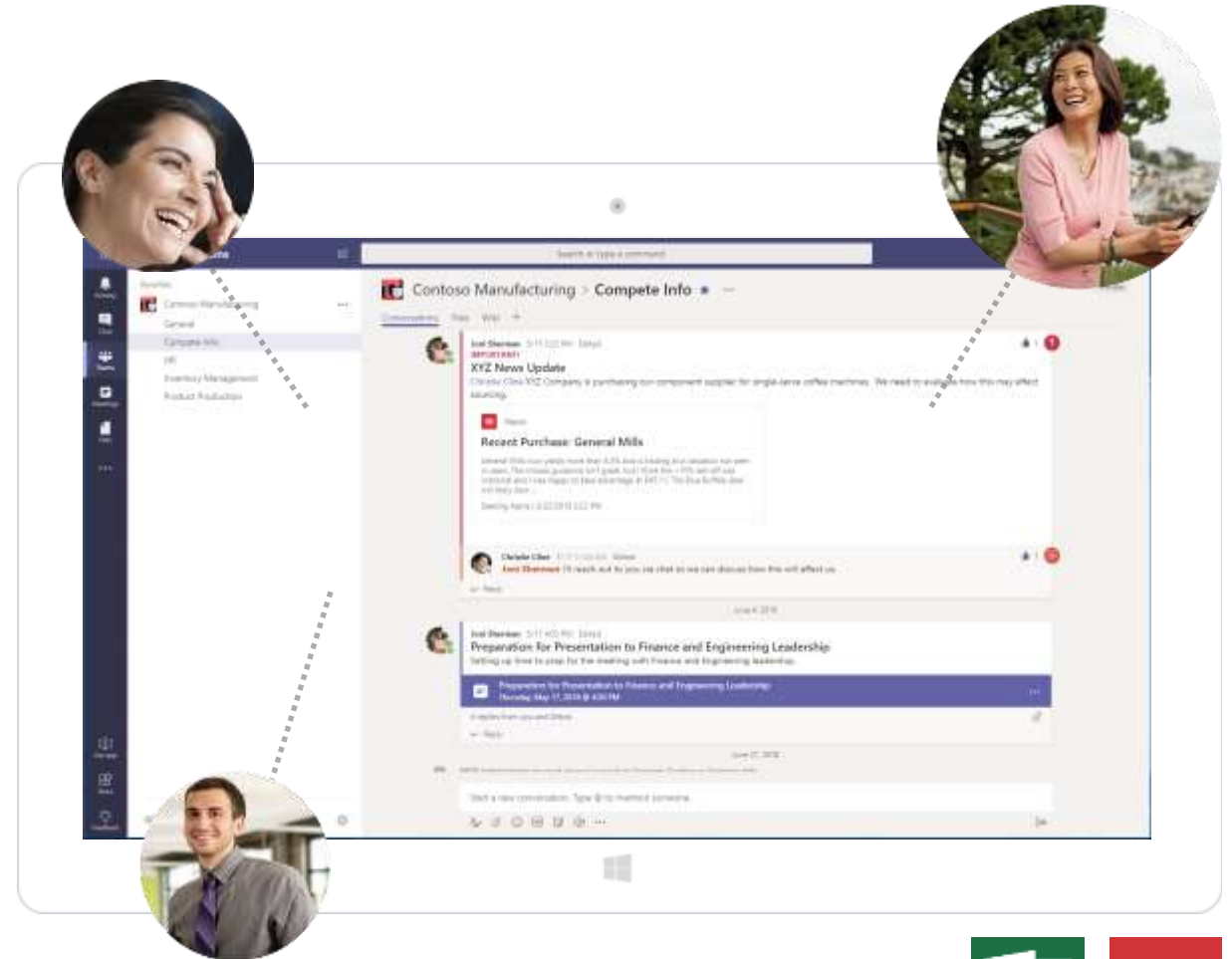
## Making Critical Design Changes Quickly

Microsoft Teams enables speedy communication and decision-making as Contoso adapts to a critical change in their manufacturing process with key personnel from production, assembly, and strategy coordinating in a timely manner to make the best decisions.

# Scenario 1: A Critical Concern Made Aware

Joni Sherman, a Contoso Product Line Lead, sends Christie Cline, from Strategic Sourcing, a News story about Contoso's competitor, XYZ Company, progressing in talks to purchase one of Contoso's component suppliers.

- Joni goes into the **Compete Info** channel in the **Contoso Manufacturing** team, and she sees that Christie has shared the headline that XYZ Company is in talks to purchase one of Contoso's component suppliers.
- The acquisition will create a big problem for Contoso's manufacturing if the purchase goes through. Joni reaches out to Christie through 1:1 chat, and they schedule an audio call to discuss the situation.
- Christie informs Joni that up to five components from their supplier may increase in price, see a reduction in supply, or have their availability cut off. Contoso could experience major setbacks in production.



Excel

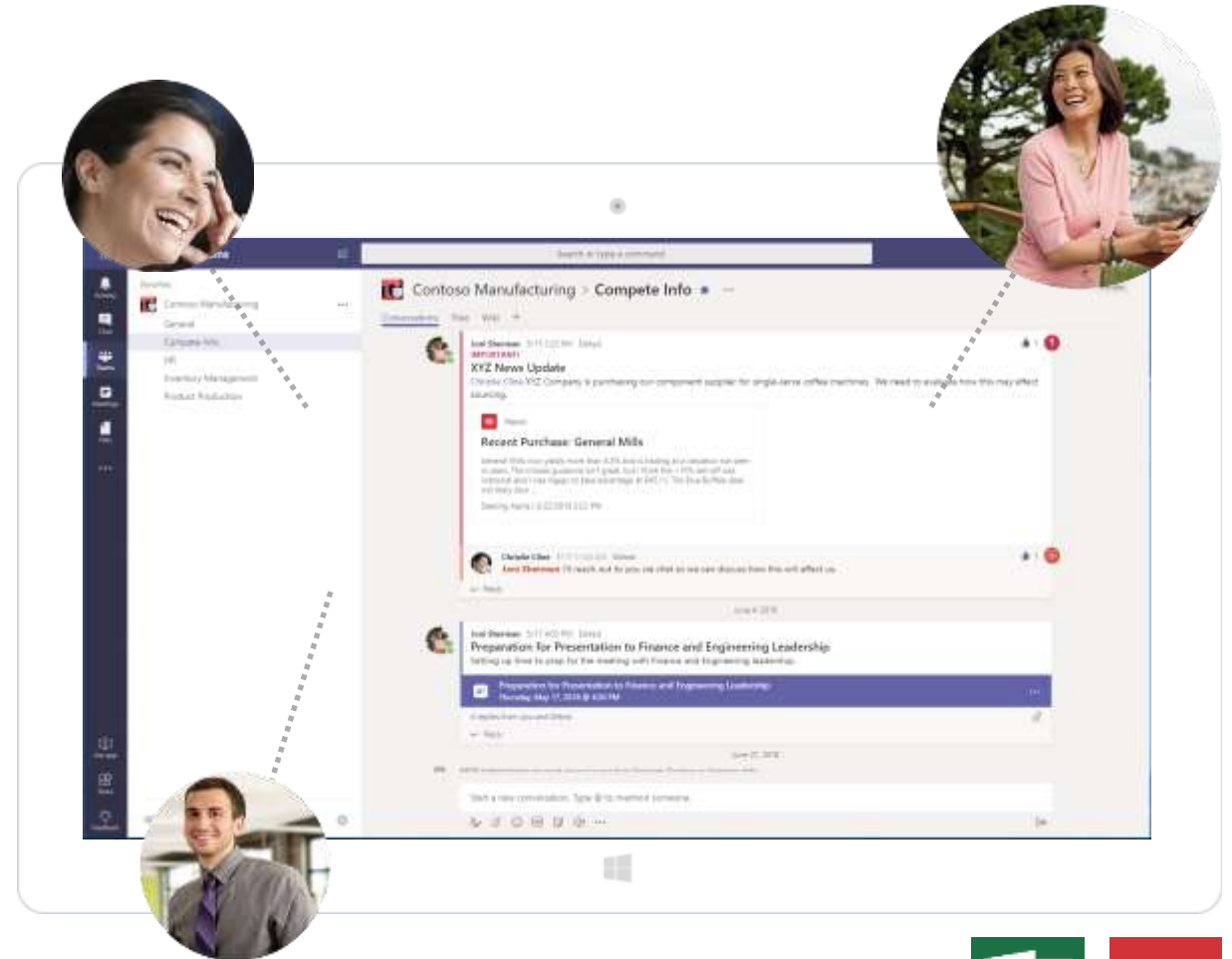


News

# Scenario 1: A Critical Concern Made Aware

- After the call, Joni has a better grasp of the situation and is ready to act. Contoso must adapt before the acquisition impacts production. Joni sends a chat message to Alex Wilber, Contoso's Assembly Lead, to find out which of their coffee machine models currently use components from the supplier.

Joni reached out to Christie to inform her of an impending acquisition. After a quick chat with Christie, Joni begins coordinating Contoso's response to XYZ Company's potential disruption to their component supply chain.



Excel

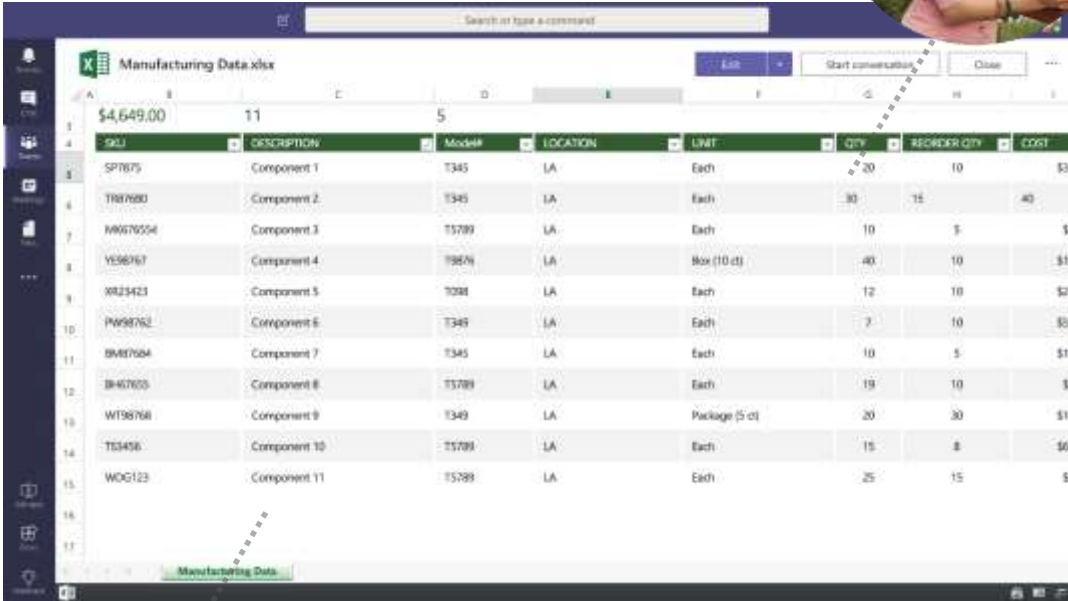



News

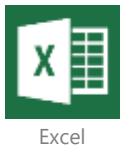
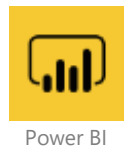
## Scenario 2: Assessing the Current Status

Joni sends a message to Alex to discuss the impact XYZ Company's acquisition might have on their production. She asks Alex to see if he can come up with a list of Contoso machines that rely on components from the supplier.

- Alex accesses an Excel spreadsheet from the **Files** tab in the **Product Production** channel that shows Contoso's manufacturing data and component usage. He looks into the data to figure out where the five components are being used.
- From the Excel spreadsheet, Alex quickly figures out that there are two coffee maker models (T345 and T349) still in production that need at least one of the components.
- Alex opens the **Future Production Plan** Power BI tab in the **Product Production** channel. He reviews the dashboard to determine the volume of components which will be required for production of the T345 and T349 models.



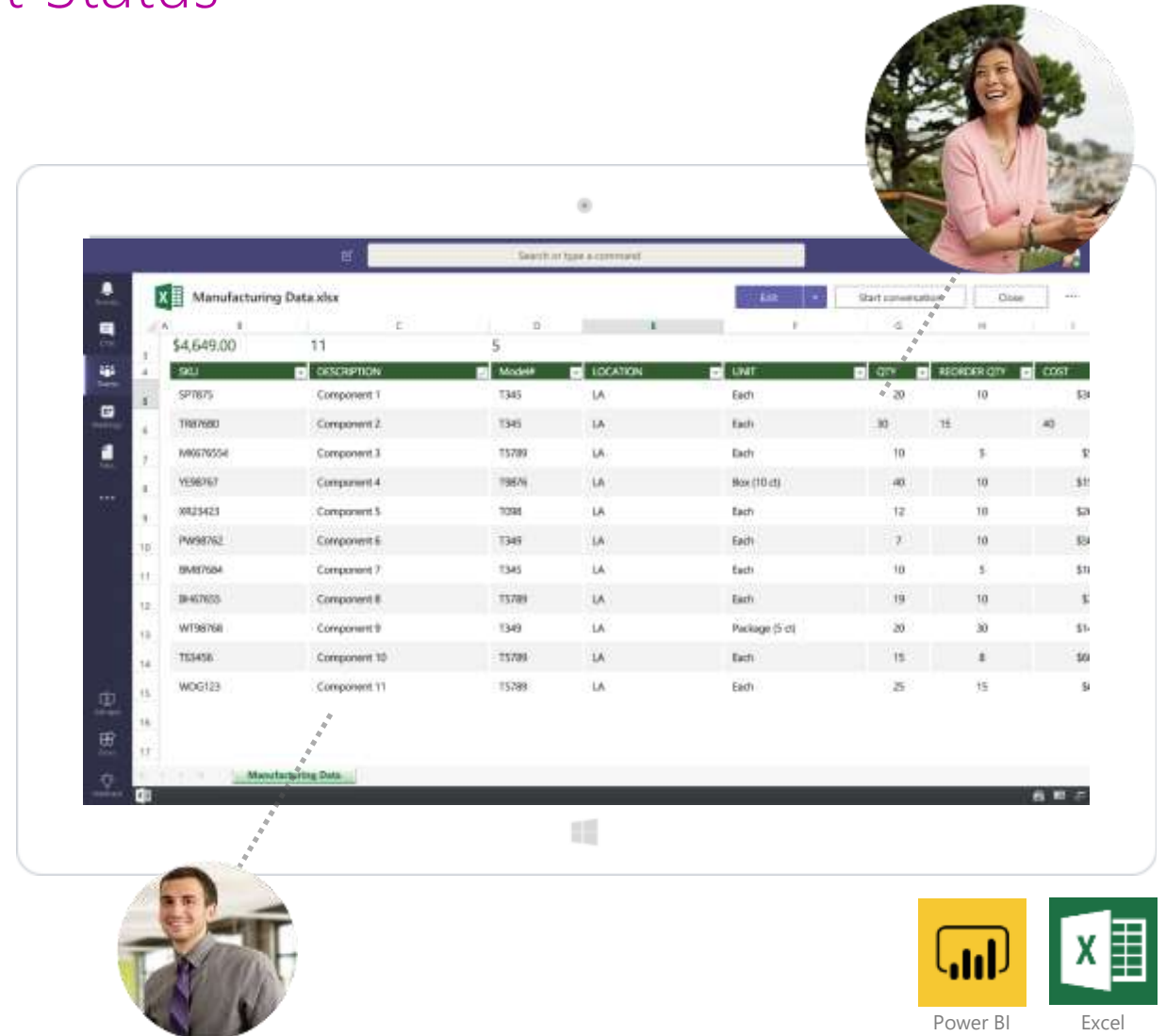
SKU	DESCRIPTION	Model#	LOCATION	UNIT	QTY	REORDER QTY	COST
SP7875	Component 1	T345	LA	Each	40	10	\$9
TR87680	Component 2	T345	LA	Each	30	15	\$40
AW676554	Component 3	T3789	LA	Each	10	5	\$
VE98767	Component 4	T9876	LA	Box (10 ct)	40	10	\$11
XR23423	Component 5	T098	LA	Each	12	10	\$20
PM98762	Component 6	T345	LA	Each	7	10	\$9
BM87684	Component 7	T345	LA	Each	10	5	\$11
BM457605	Component 8	T3789	LA	Each	19	10	\$
WT98768	Component 9	T349	LA	Package (5 ct)	20	30	\$16
TS456	Component 10	T3789	LA	Each	15	8	\$60
WOG123	Component 11	T3789	LA	Each	25	15	\$



## Scenario 2: Assessing the Current Status

- Alex responds to Joni's message and lets her know what he has learned. He tells her that one of the components is scheduled to be used in the V-Next coffee machine, and that it is scheduled to be released before the holidays.
- Armed with this information, Joni sends a 1:1 message to Dylan Swearingen, the Product Planner, to see if there is any way to change production and use new components.

Joni was able to assess the current status of Contoso's coffee machines and pinpoint where the specific components are currently being used. Joni can now look into ways to adjust manufacturing and production.



SKU	DESCRIPTION	Model#	LOCATION	UNIT	QTY	REORDER QTY	COST
SP7875	Component 1	T345	LA	Each	20	10	\$8
TR8780	Component 2	T345	LA	Each	30	15	40
W0676504	Component 3	T5789	LA	Each	10	5	\$
VE98767	Component 4	T9876	LA	Box (10 ct)	40	10	\$11
X023423	Component 5	T0394	LA	Each	12	10	\$20
PN98762	Component 6	T345	LA	Each	7	10	\$9
BM87684	Component 7	T345	LA	Each	10	5	\$11
BM40705	Component 8	T5789	LA	Each	19	10	\$
WT98768	Component 9	T345	LA	Package (5 ct)	20	30	\$1
TS4596	Component 10	T5789	LA	Each	15	8	\$9
WOG123	Component 11	T5789	LA	Each	25	15	\$

Power BI

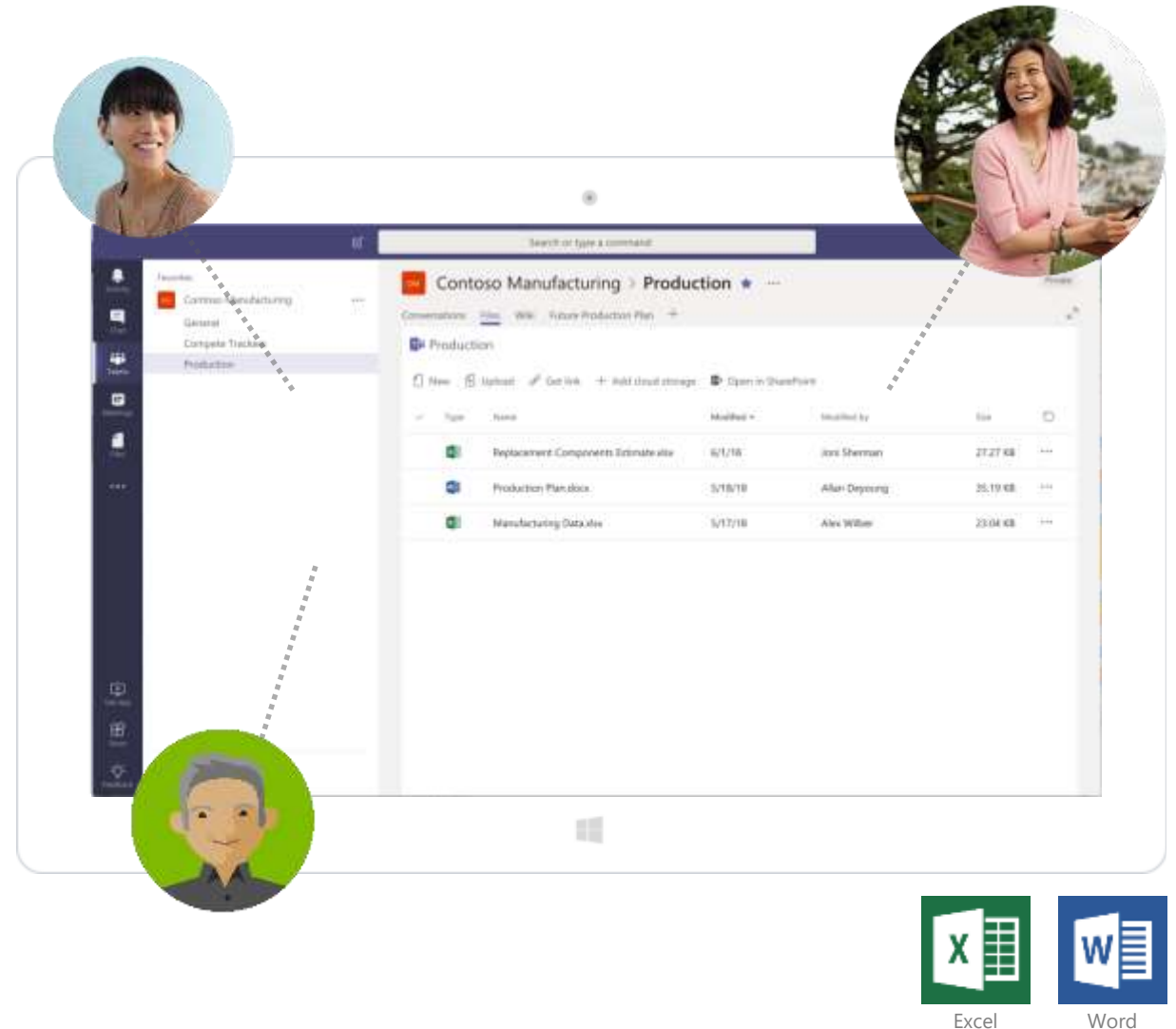
Excel



## Scenario 3: How Can We Adapt?

Joni sends Dylan, the Product Planner, a 1:1 chat message to ask about the feasibility of updating components in the T345 and T349 coffee machines.

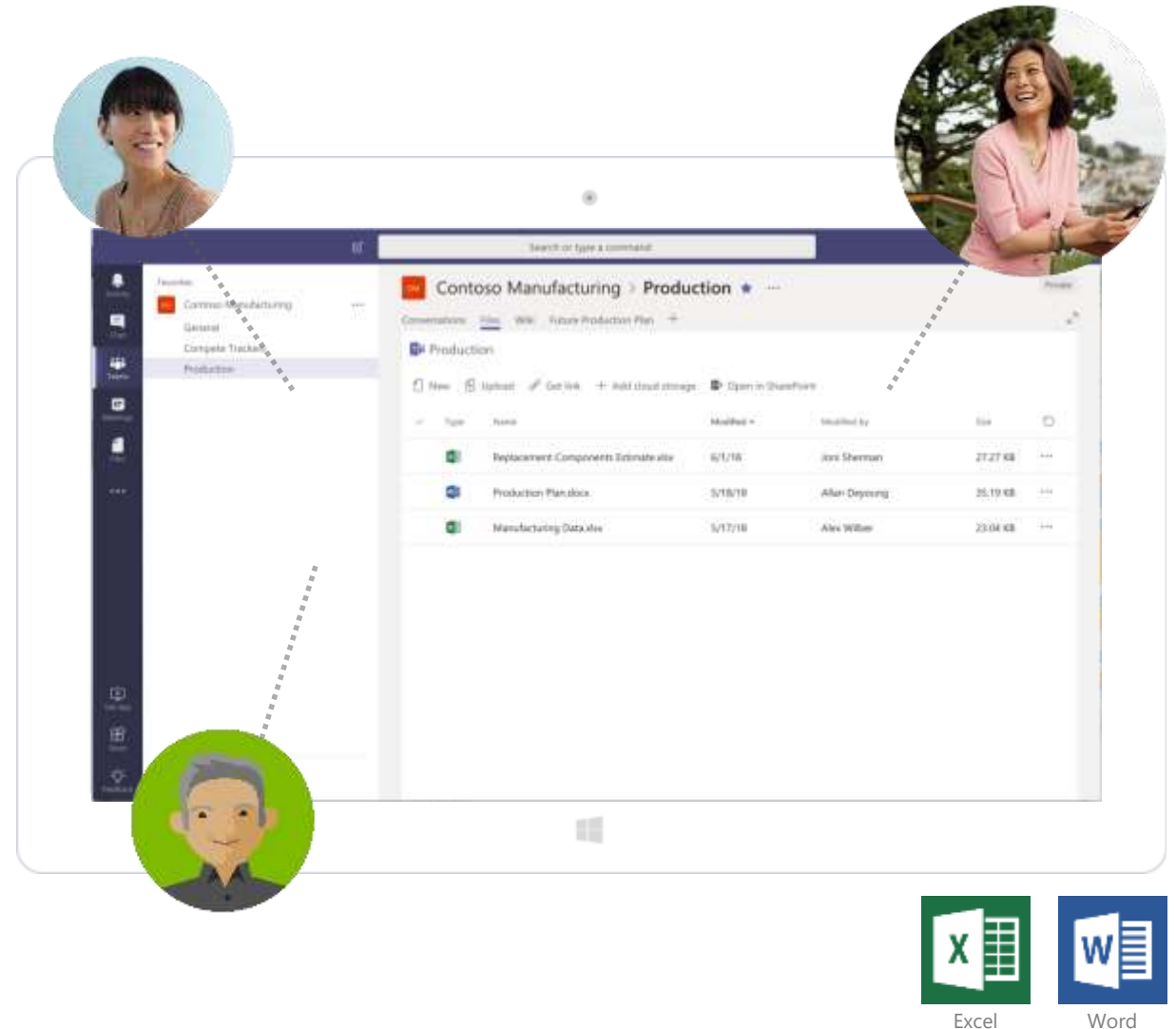
- Dylan looks at his product-related documents and spreadsheets housed in the **Files** tab of the **Product Production** channel. After a quick review of the documents Dylan suggests a meeting between himself, Joni, and Emily Braun, the Engineering Lead.
- Dylan schedules a call with Joni and Emily in the **Product Production** channel. On the call they discuss the possible changes to the designs and components. Dylan creates an engineering estimate for Joni and shares it as an Excel spreadsheet in the **Product Production** channel.
- Emily and Dylan believe that, given proper time, replacing the components for the coffee machine will be feasible. In order to meet the holiday release, however, Dylan sets drop-dead date for the coffee machine bill of materials (BOM) at 60 days out.



## Scenario 3: How Can We Adapt?

- Emily and Dylan agree that replacing the components is possible, but that proper steps must be taken to meet the holiday release. Joni thanks Dylan for this information and reconnects with Christie.

Through the meeting Joni gained an understanding of how their supplier's acquisition by XYZ Company will impact manufacturing and production. With the product planning estimates supplied by Dylan, as well as the information from Emily, Joni is clear on the feasibility of replacing components for future models of Contoso's coffee machines.



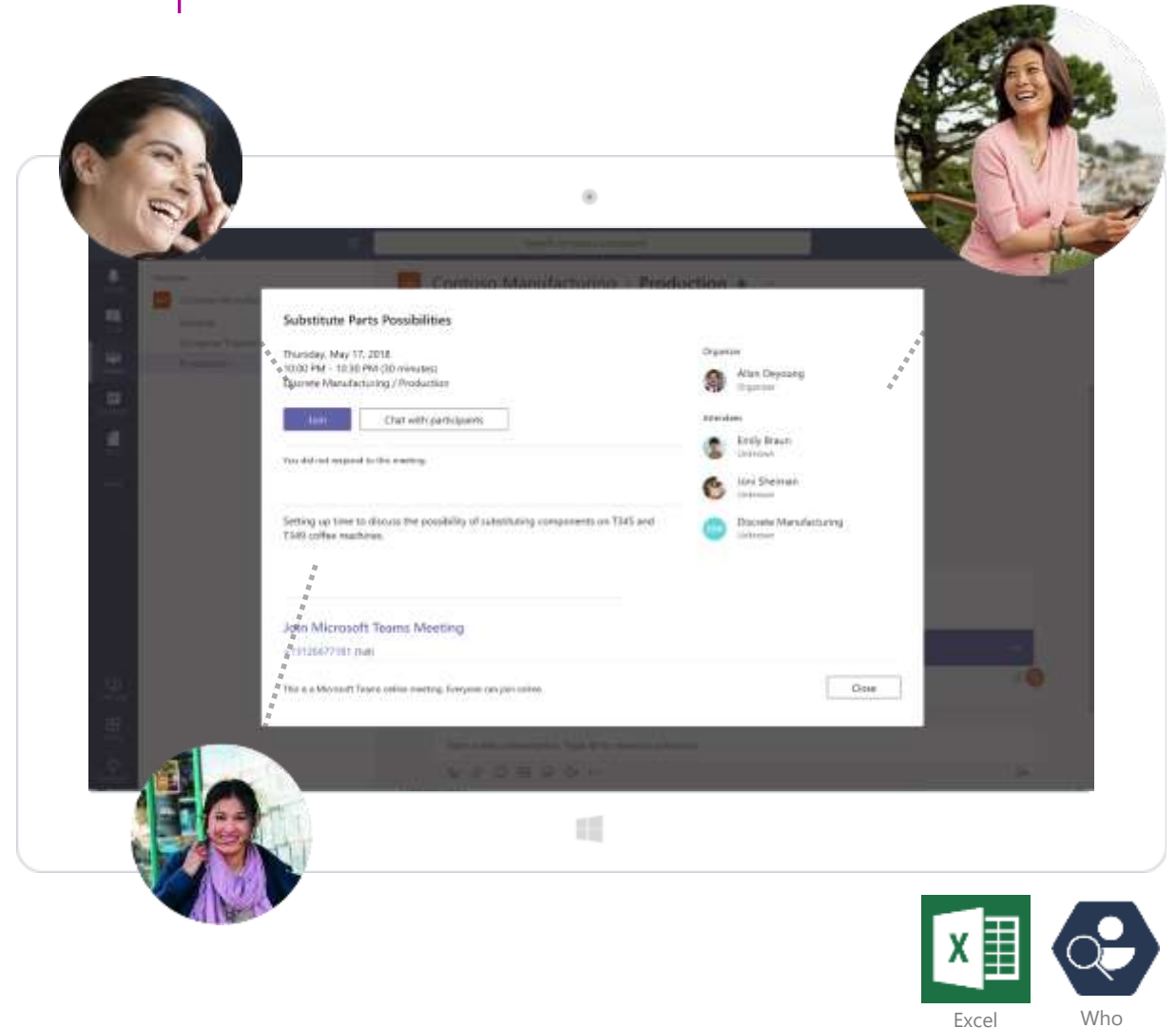
Type	Name	Modified	Modified by	Size
Excel	Replacement Components Estimate.xlsx	6/1/18	Joni Sherman	27.27 KB
Word	Production Plan.docx	5/18/18	Allen Deyoung	25.19 KB
Excel	Manufacturing Data.xlsx	5/17/18	Alex Wilton	23.04 KB

Excel Word

# Scenario 4: Taking Actionable Next Steps

Joni reaches out to Christie to share the replacement components estimate, and ask for confirmation on XYZ Company's acquisition of Contoso's component supplier.

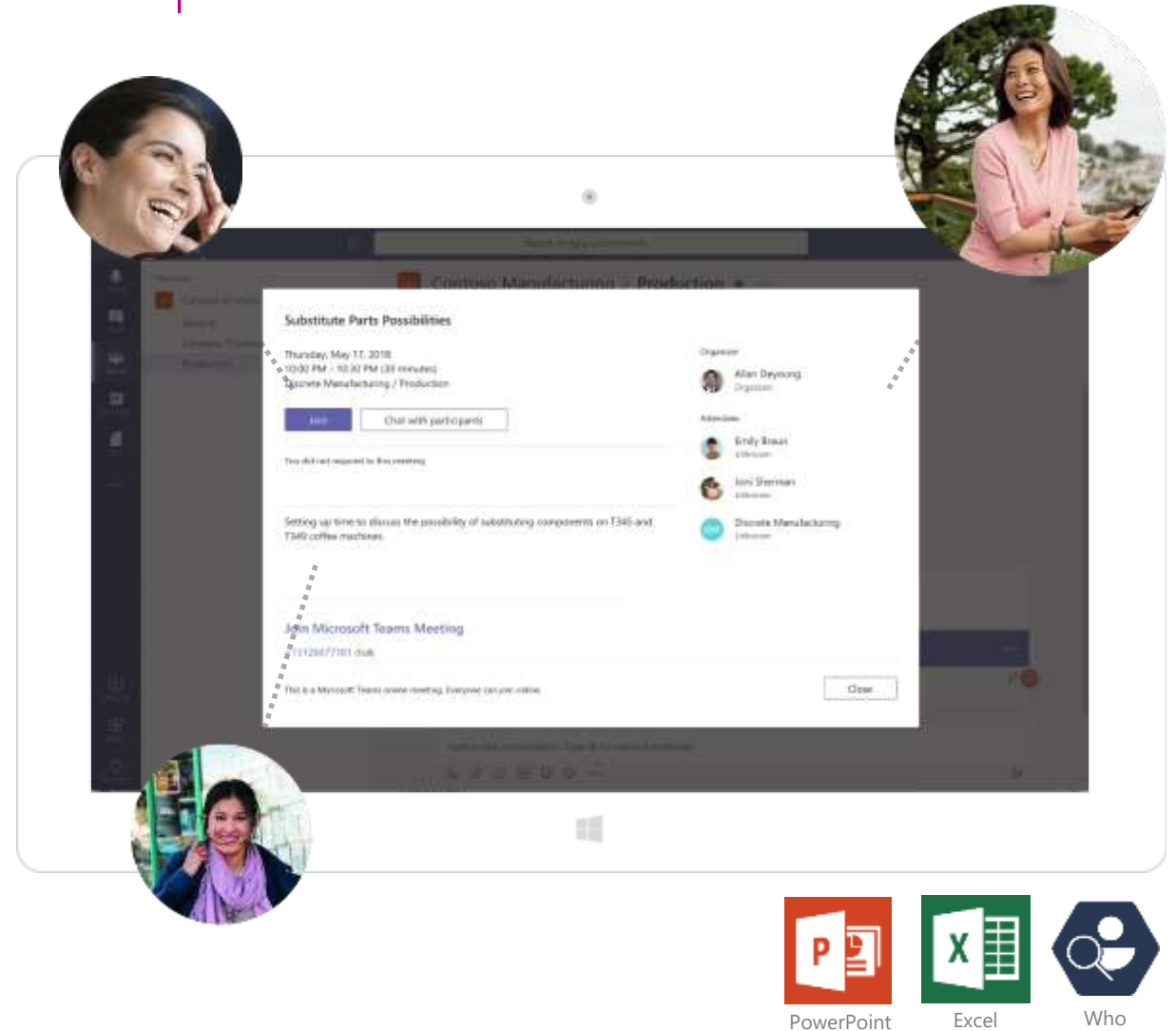
- Joni tags Christie in a message in the **Product Production** channel in the **Contoso Manufacturing** team. She informs Christie of the engineering estimate, and links to an Excel spreadsheet stored in the **Files** tab.
- Christie confirms that XYZ Company is going through with the purchase of Contoso's component supplier.
- Based on their proactive research, Contoso is prepared to adapt to this critical change. Christie gives Joni the approval to move forward with the design changes to Contoso's V-Next coffee machine.
- Joni utilizes Who to find a Product Manager named Debra. Joni reaches out to her through 1:1 chat to see if she has the capacity to help with the initiative. Debra agrees, and Joni schedules a meeting in the **Complete Info** channel to prepare to take the component change to finance and engineering leadership.



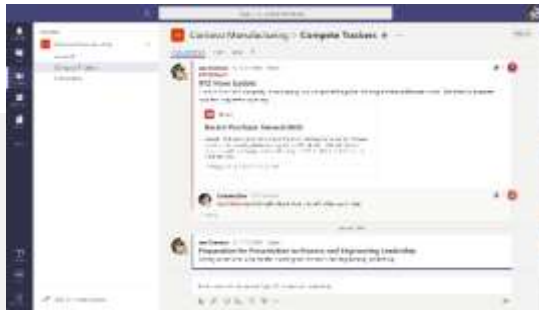
## Scenario 4: Taking Actionable Next Steps

- During the meeting, Joni and Debra go over what they need to present to leadership. They outline what they need and request authorization of design changes to the V-Next coffee machine. They also suggest an expedited retirement of existing models.

Joni and Christie knowledge share and exchange pertinent information. Joni coordinates with a Product Manager to begin a change justification for leadership to review and authorize.



# Summary



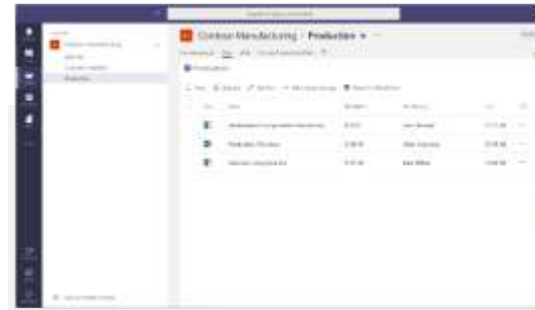
## A Critical Concern Made Aware

- Joni learns of the potential sale of a Contoso supplier
- The impact of the sale is discussed



## Assessing the Current Status

- It is determined where the impacted components are used



## How Can We Adapt?

- Discussions of design changes ensue
- Cost estimates are provided
- It is determined the design change is possible



## Taking Actionable Next Steps

- News of the supplier being sold is published
- Change justification work begins for the design modification



## Solution

With the speed and efficiency of Microsoft Teams, Contoso was able to learn about and assess a critical change in their manufacturing process. Key personnel from production, engineering, and strategy were able to coordinate in a timely manner to quickly adapt to the sudden change.



## Benefits

- ✓ Organize secure and open channels of communication
- ✓ Message, call, and video conference easily, all with enterprise security
- ✓ Stay up to date on tailored news and developments with News
- ✓ House important files in secure cloud repository with Files



- ✓ View data visualizations, track analytics, and measure metrics in a powerful analytics tool with Power BI
- ✓ Create and co-author documents, spreadsheets, and presentations in the cloud with Office 365
- ✓ Search employees within your company database based on name, position, or what project they are assigned to with Who





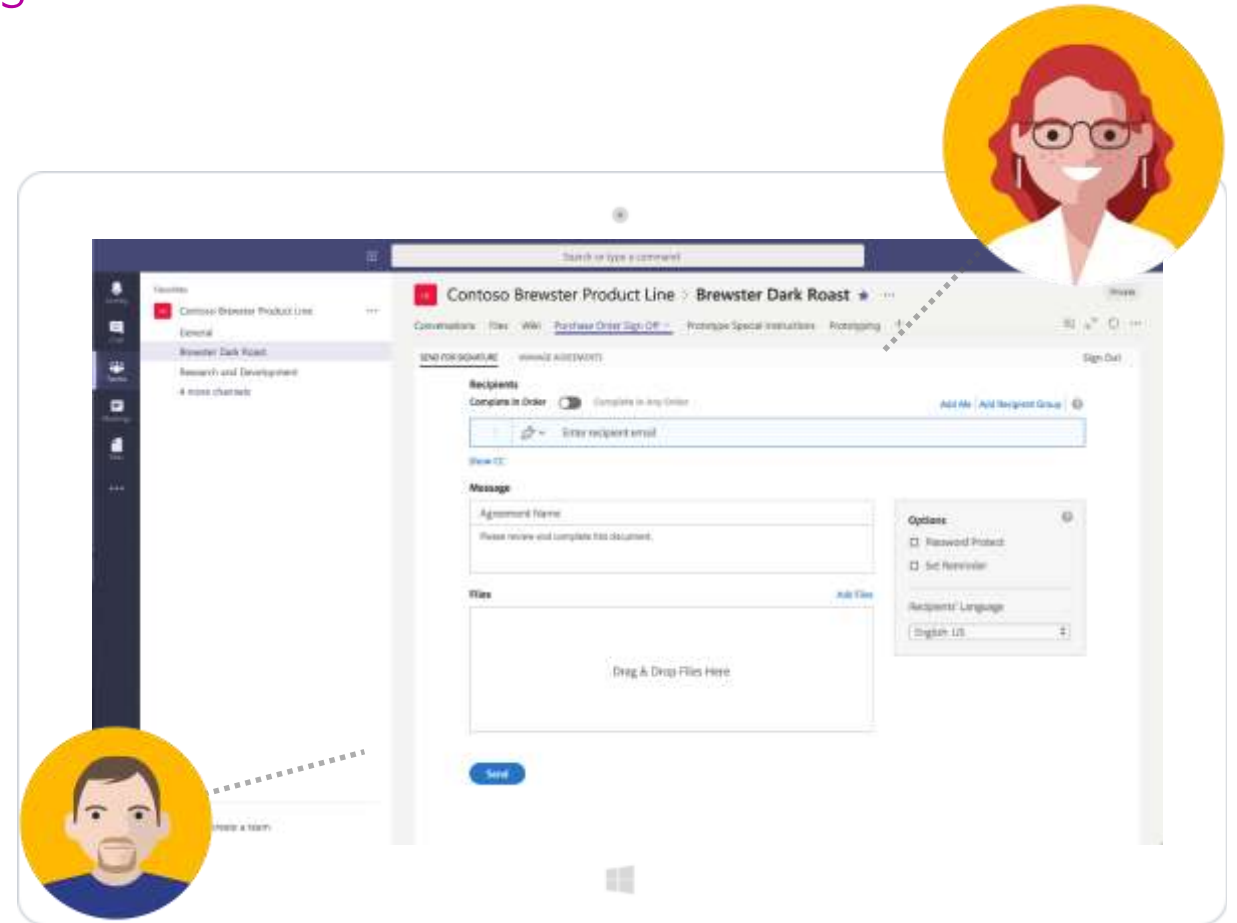
# Prototyping

Microsoft Teams ensures efficient communication, keeping multiple work processes at Contoso interconnected as they design and create prototypes for their new line of coffee machines.

# Scenario 1: Delegating the Details

Allison Pope, the NPI Team Lead, receives the order confirmation for the new Brewster Dark Roast coffee machines. She must create a plan for how many prototypes need to be built, and when Contoso will need them.

- To build the plan, Allison will need to discuss details with Contoso's Contract Manufacturer, Johnathan. She creates guest access to Microsoft Teams for Johnathan so that he can keep in constant communication with everyone. Allison adds Johnathan to the **Contoso Brewster Product Line** team. Johnathan also has access to the **Brewster Dark Roast** channel, created for conversation on the new coffee machine.
- Now that he has guest access, Allison can direct message Johnathan. They message each other, and Allison outlines the details she needs in order to construct a plan of action to meet the release date. She sets expectations on how many prototypes need to be built, and by which date they need to be delivered.



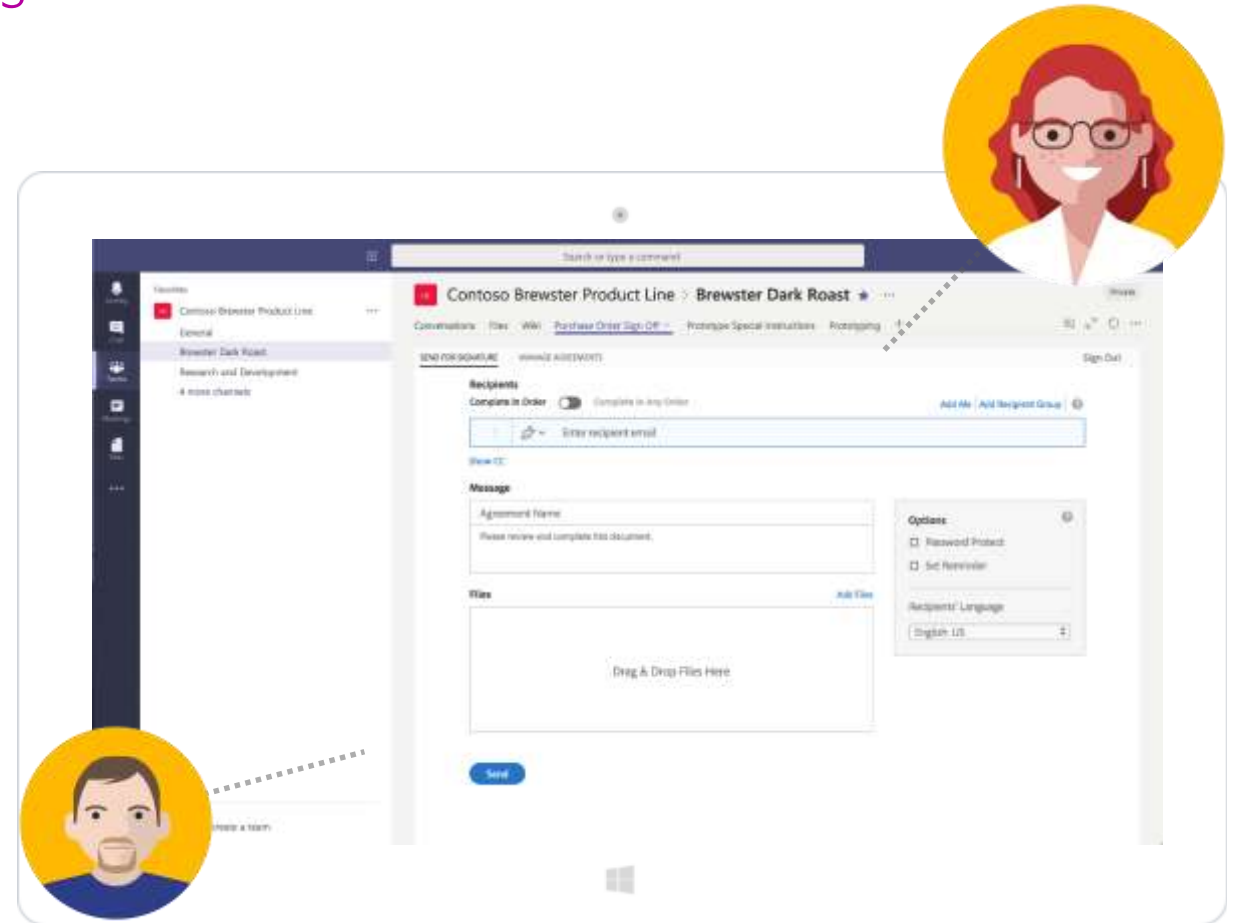
Adobe Sign



Asana

# Scenario 1: Delegating the Details

- Johnathan specifies that he needs the 3D models within two weeks. Johnathan can build five prototypes a week and will be able to complete Allison's order two weeks after he receives the models. Once built, Johnathan will ship the prototypes to Contoso for internal review. Allison makes note of this in the **Brewster Dark Roast** channel to keep stakeholders in the loop.
- Allison creates an assignment in the connected Asana **Prototyping** tab in the **Brewster Dark Roast** channel. With Asana, Allison can create the prototyping assignment, set deadline dates, and track the assignment within the project timeline for the Brewster Dark Roast. She also places a link to the purchase order in the Asana task so it can be referred to. Allison uses Asana to inform Johnathan in the **Brewster Dark Roast** channel about his assignment.



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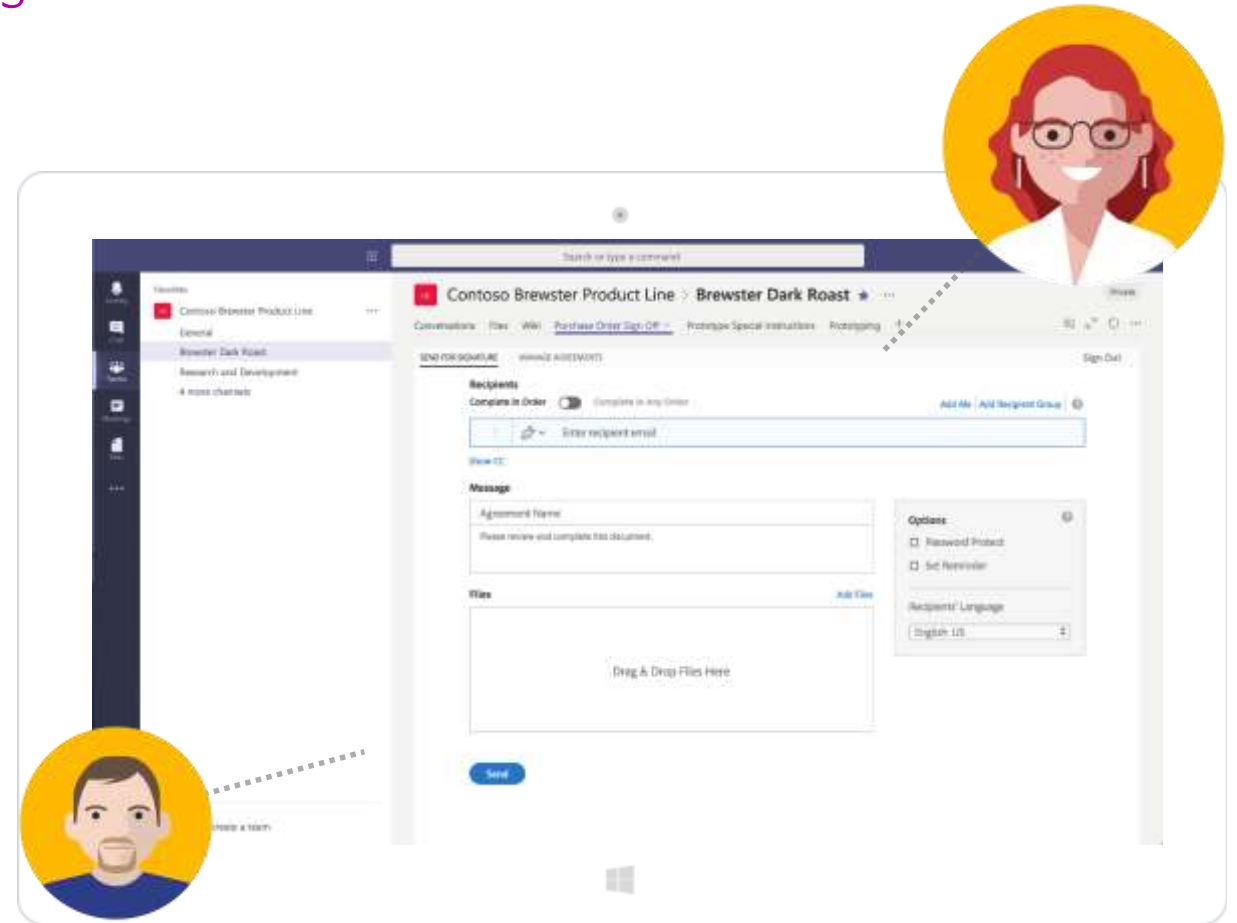


Asana

# Scenario 1: Delegating the Details

- Allison adds Johnathan to the assignment so he can sign off on the purchase order. Johnathan reviews the purchase order and uses the Adobe Sign **Purchase Order Sign Off** tab to sign off. With that out of the way, Allison and Johnathan can track work to see if the team will make the deadline.

With clear details of what Johnathan needs, Allison can reach out to the engineering team to relay the plan. She reaches out to Emily Braun, the Engineering Lead, to get work started on the 3D models Johnathan will need to build out the prototypes.



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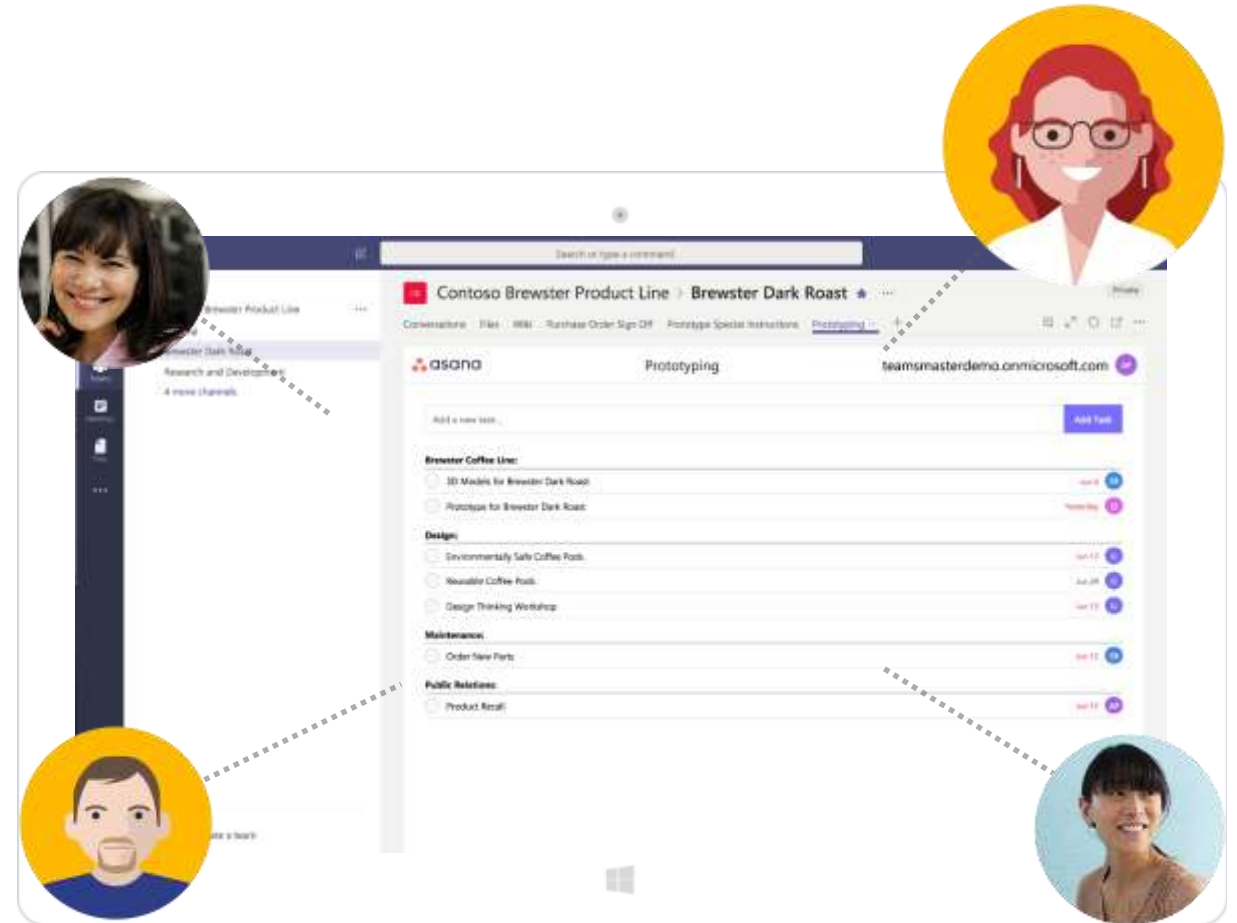


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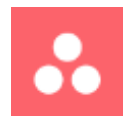
## Scenario 2: Connected Sharing

Allison adds Emily Braun to the Asana task assignment, which sends Emily an automatic email about the Asana assignment. Allison posts in the channel using the Asana connector and tags Emily and Johnathan in a message in the **Brewster Dark Roast** channel requesting that Emily deliver the design package to Johnathan when it's ready.

- Emily looks within her Asana task in Teams to see details of the work timeline and when Johnathan needs the 3D models of the Brewster Dark Roast. Emily sees that Johnathan will need the 3D models within two weeks.
- With an understanding of the work that needs to be done, Emily calls Johanna Lorenz of the Design Team. They discuss the best times to collaborate on creating the 3D models. Emily and Johanna create sub-tasks for themselves in the original Asana task, lay out a schedule, and set the due date to line up with when Johnathan needs the 3D models. Emily leaves a comment and tags Allison and Johnathan in the Asana task so they can track its progress. When it's completed, Emily marks it as such and the team is notified.



Files



Asana

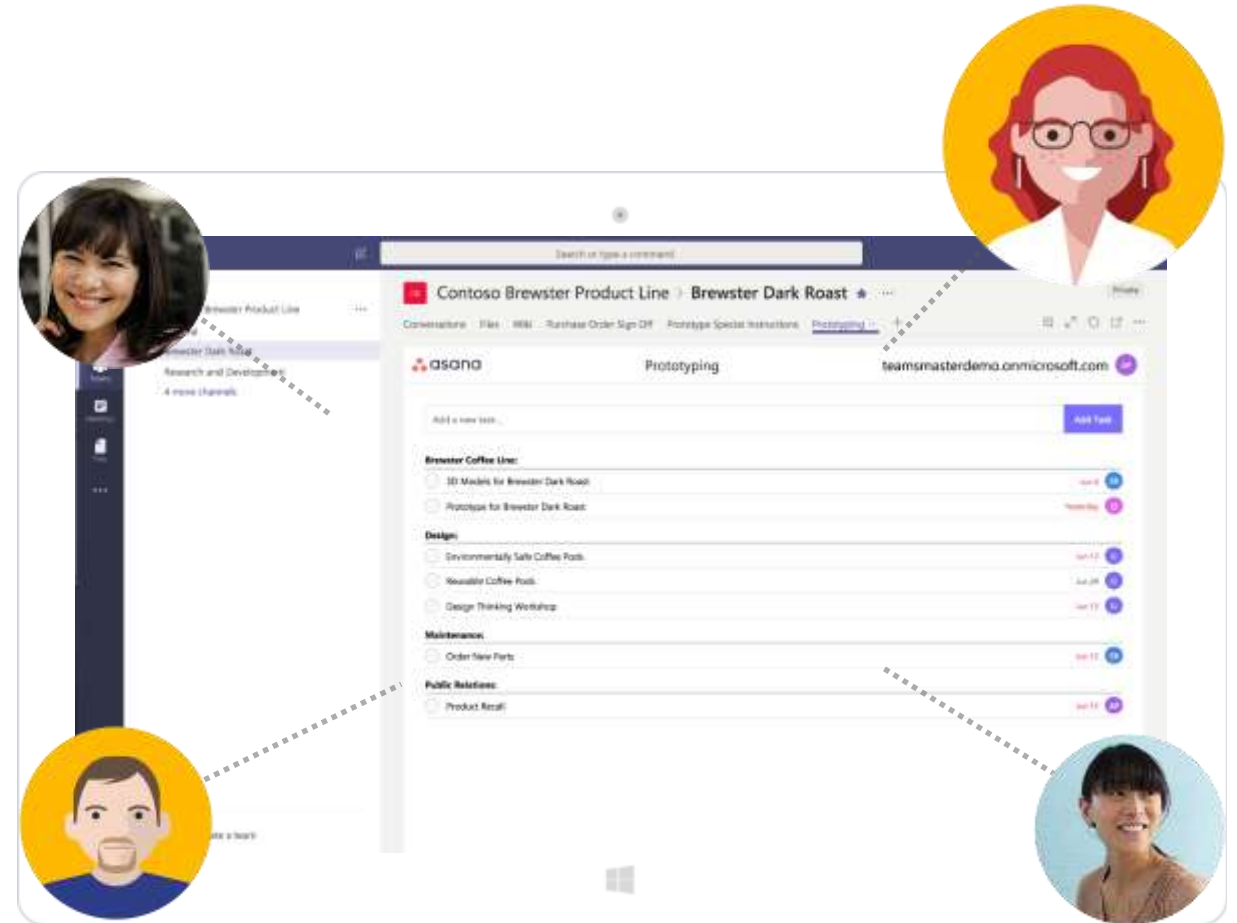


Word

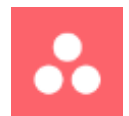
## Scenario 2: Connected Sharing

- While Emily and Johanna work on the 3D models, Allison works with the NPI team to discuss what special instructions for the prototype Allison needs to relay to Johnathan. Allison details these special instructions in a Word document and saves it as a PDF to the **Prototype Special Instructions** tab.
- Two weeks later, Emily and Johanna wrap up work on the 3D models and are ready to send them to Johnathan. Because the files are large, they cannot be sent through email. Emily uploads the files to the cloud through the Files tab. This cloud-enabled repository will securely host the model files, and Johnathan will be able to review and download them.

With the models built, Emily and Johanna can close out their Asana task. Closing the task in Asana alerts Allison, who can then look in the **Prototyping** tab in the **Brewster Dark Roast** channel to see that the 3D models are finished. With this done, Allison can authorize Johnathan to begin building the prototypes.



Files



Asana



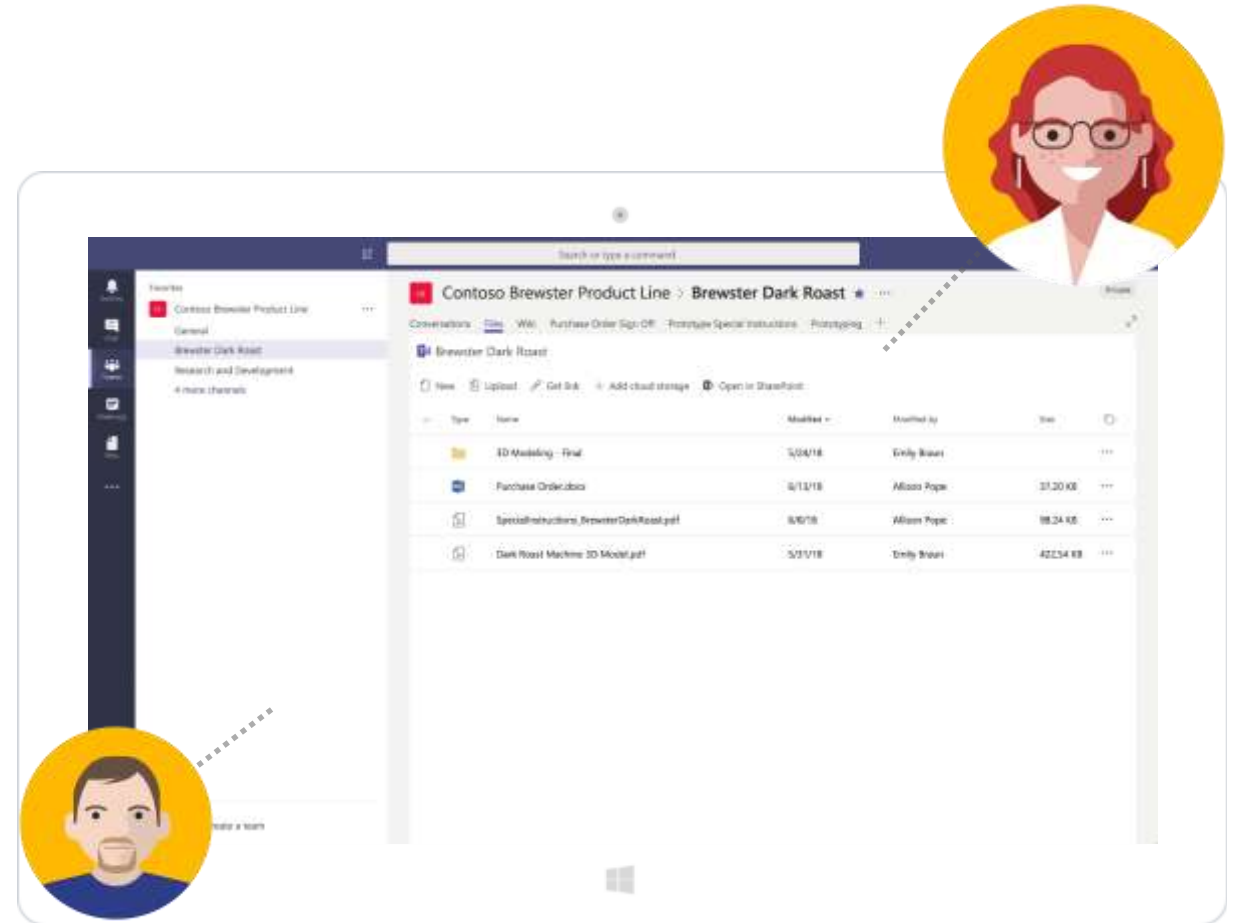
Word



## Scenario 3: Ready to Build

Allison authorizes Johnathan to begin building prototypes of the Brewster Dark Roast. She also sends the document of special instructions to Johnathan in message within the **Brewster Dark Roast** channel. Johnathan can reference these special instructions during the build process.

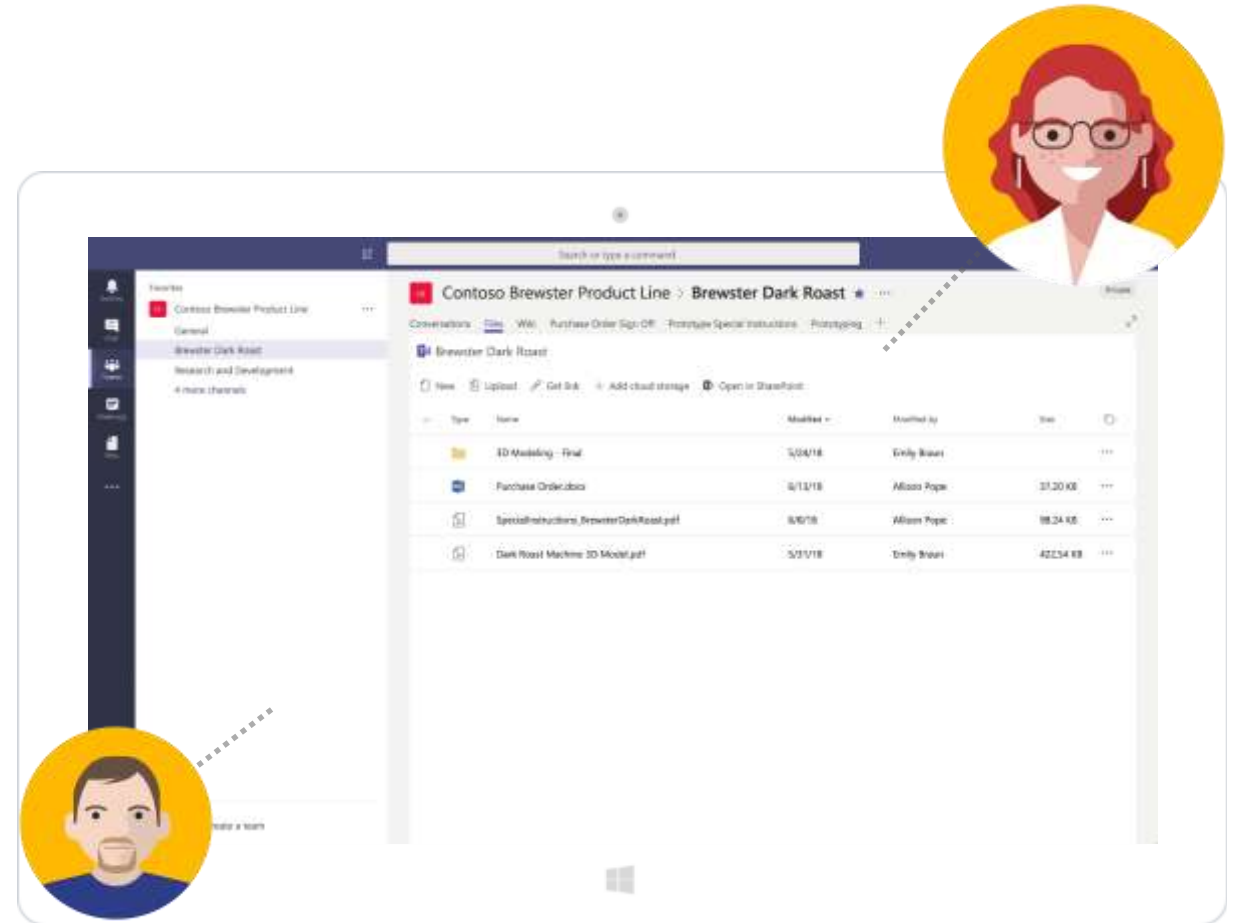
- Johnathan begins by downloading the 3D models from Files. Since these are bigger files, the downloads will take some time. While he waits for the files to download, Johnathan opens and reads over the special instructions document.
- Upon reading the document, Johnathan understands which items need special attention in his build process, such as where to put the Contoso logo and where the details of the purchase order go.



## Scenario 3: Ready to Build

- Allison also messages Johnathan within the **Brewster Dark Roast** channel about special instructions. In the message, Allison specifies she needs him to make sure the new name of Brewster Dark Roast is built out with a chrome finish. This is important in representing the new coffee machine line's elegance.
- While reviewing the special instructions, the 3D model files finish downloading. Johnathan is now ready to begin prototyping.

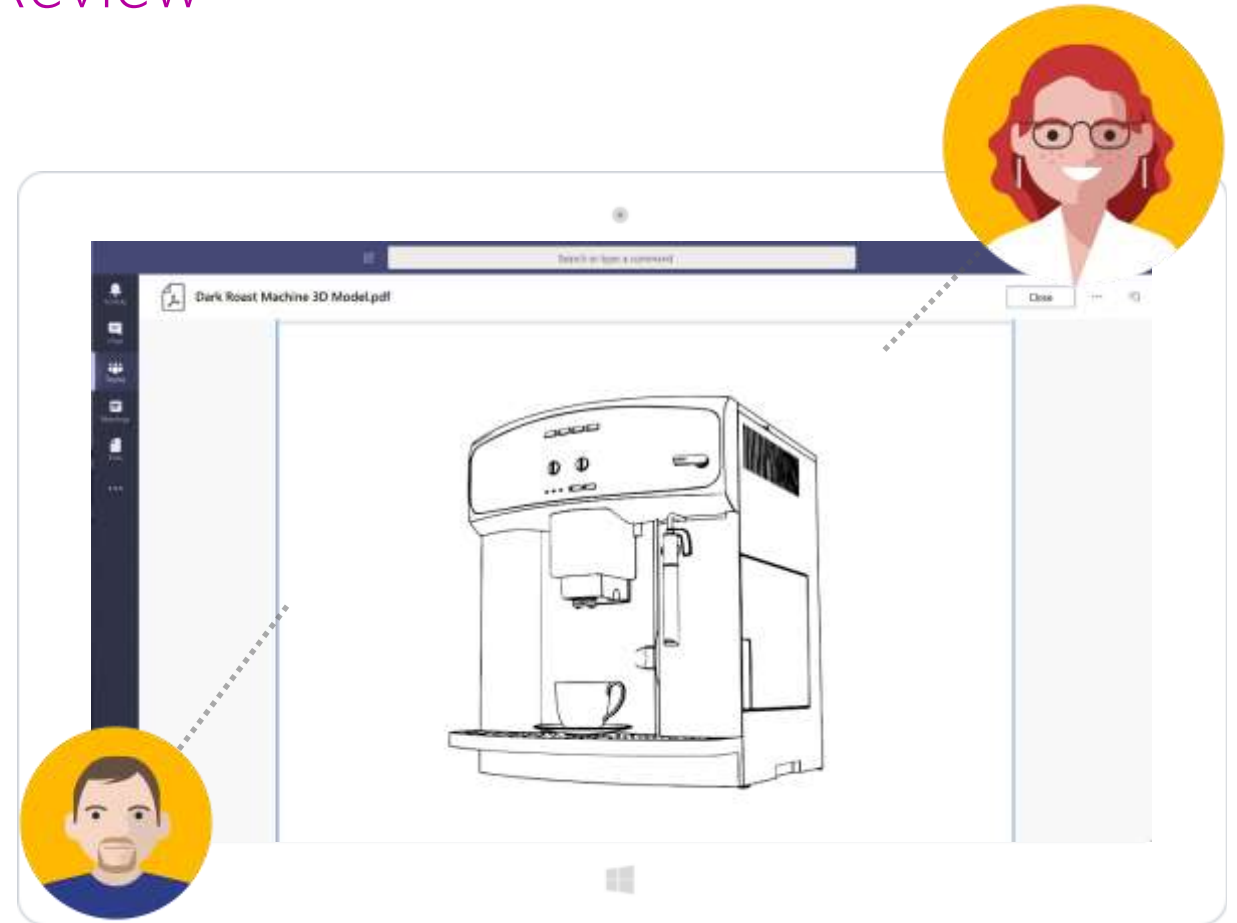
Johnathan plugs in the 3D model files into his manufacturing line and begins building coffee machine prototypes. With clear special instructions, Johnathan feels confident that he can create 10 prototypes within two weeks and meet deadline. He replies to Allison's message in the **Brewster Dark Roast** channel that he feels confident in completing the workload.



## Scenario 4: Time for an Internal Review

Johnathan builds prototypes without a hitch; he is on track to meet the deadline. During the entire prototyping process, Johnathan keeps in contact with Allison, making her aware of any updates, complications, or setbacks.

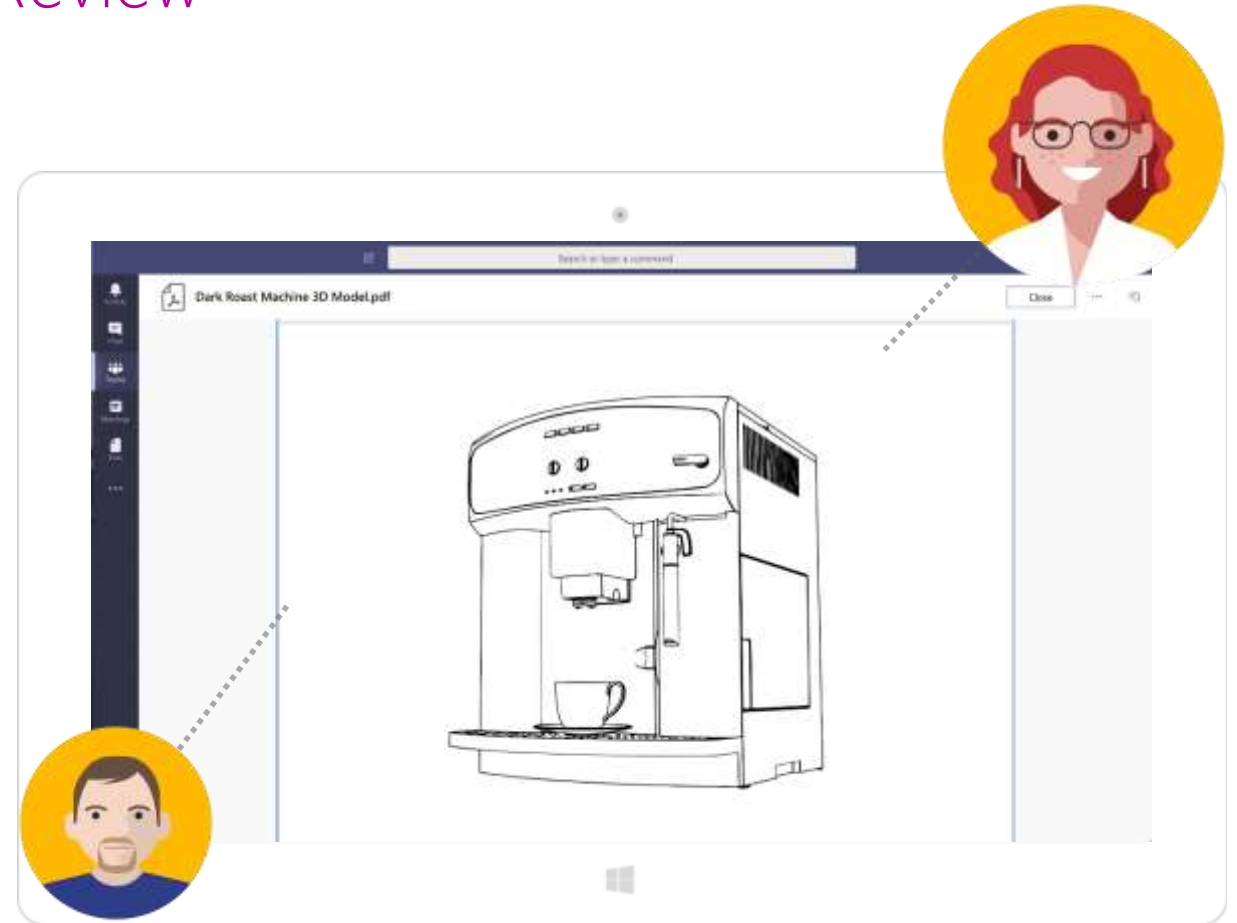
- With the prototypes underway, Johnathan messages Allison in the **Brewster Dark Roast** channel thread that the prototypes are progressing smoothly. Nearing completion of the 10 prototypes, Allison messages the addresses of the various teams who will be reviewing the Brewster prototypes through an Excel sheet within the message thread. Johnathan can now begin to ready shipments for review. Allison adds the Excel sheet as a tab in the channel.
- Johnathan readies multiple shipments of the Brewster Dark Roast machines. He also messages the **Brewster Dark Roast** channel that the prototypes are ready for delivery.



## Scenario 4: Time for an Internal Review

- With no major setbacks, Johnathan creates 10 prototypes in two weeks. He then closes the initial task in Asana. Asana automatically alerts the **Brewster Dark Roast** channel that the Asana ticket was closed, meaning Johnathan has successfully built out 10 prototypes of the Brewster Dark Roast.

With prototyping complete, Johnathan is ready to ship the prototypes to Allison and other internal Contoso teams. Allison authorizes the deliveries as well. Within the week, Allison and other Contoso teams receive the prototypes of the Brewster Dark Roast. Allison messages the **Brewster Dark Roast** channel that they can begin internal review.

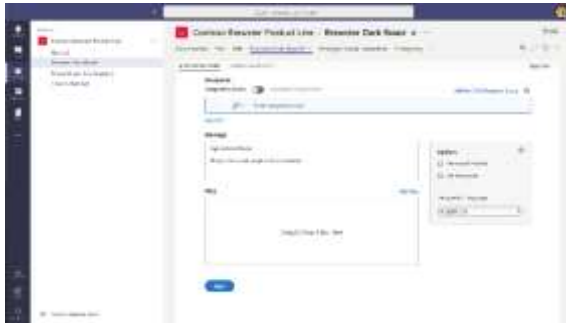


Asana



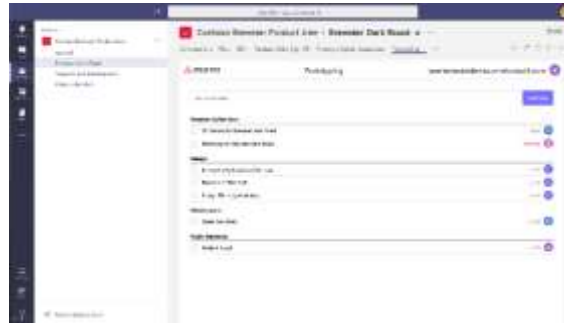
Excel

# Summary



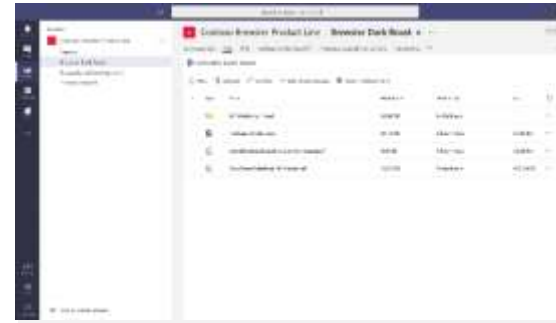
## Delegating the Details

- Onboard contract manufacturer
- Receive order for new product
- Create project milestones



## Connected Sharing

- Create design package
- Develop schedule and tasks
- Create 3D models of new product



## Ready to Build

- Contract manufacturer creates prototypes



## Time for an Internal Review

- Ready prototypes for shipment



## Solution

Through the efficiency of Microsoft Teams, internal teams can communicate easily with each other and track progress on work done. Communication is kept secure and knowledge transfers are made easy. It's easy to loop in contract employees and weave them into the workflow. With clear transparency, work is handed off from team to team without any setbacks. Microsoft Teams builds efficient communication, keeps the multiple work processes interconnected, and helps project teams easily meet deadlines.



## Benefits

- ✓ Communicate efficiently with open channel conversations and direct messages
- ✓ Sign off on important documentations digitally with Adobe Sign
- ✓ Hold fast, clear conference calls and video chats with enterprise
- ✓ Create and co-author documents, spreadsheets, and presentations in the cloud, with Office 365
- ✓ Assign tasks, track assignments within timelines, and maintain clear transparency with projects with Asana
- ✓ Store and share important files within a secure, cloud-enabled repository with Files

