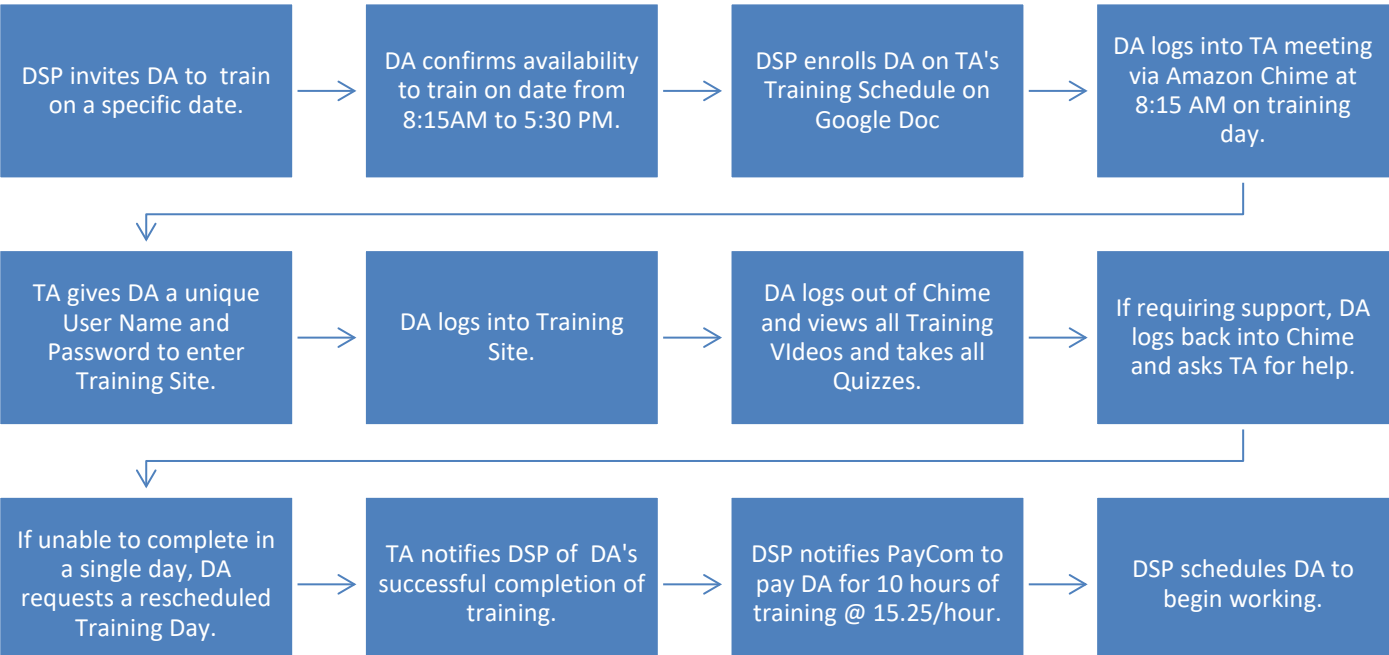


System Action Plan

Title/Code: Amazon DA Training	Date: June 2020
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Result Statement
<p>Describe exactly the result this system must produce:</p> <p>To prepare Delivery Associates (DAs) for a successful day of Amazon training so that they are equipped and authorized to begin work.</p>

Accountable Positions
<p>Position with overall accountability:</p> <ol style="list-style-type: none"> 1. Delivery Service Partner (DSP) – James Moseley, jim@theparcelteam.com, cell (626) 590-8949 2. Amazon Driver Trainer (DT) – Noel Maysonet, nmmayso@amazon.com, Phone (855) 552-4463 PIN: 9553-80-2505 3. Delivery Associate (DA) Candidate
<p>Participating positions:</p> <ol style="list-style-type: none"> 1. Delivery Service Partner (DSP) 2. Amazon Driver Trainer (DT) 3. Delivery Associate (DA) Candidate

System Diagram
<p>Identify the flow of work steps in the system and diagram them using boxes and arrows. Insert or attach.</p>  <pre> graph TD A[DSP invites DA to train on a specific date.] --> B[DA confirms availability to train on date from 8:15AM to 5:30 PM.] B --> C[DSP enrolls DA on TA's Training Schedule on Google Doc] C --> D[DA logs into TA meeting via Amazon Chime at 8:15 AM on training day.] D --> E[TA gives DA a unique User Name and Password to enter Training Site.] E --> F[DA logs into Training Site.] F --> G[DA logs out of Chime and views all Training Videos and takes all Quizzes.] G --> H[If requiring support, DA logs back into Chime and asks TA for help.] H --> I[If unable to complete in a single day, DA requests a rescheduled Training Day.] I --> J[TA notifies DSP of DA's successful completion of training.] J --> K[DSP notifies PayCom to pay DA for 10 hours of training @ 15.25/hour.] K --> L[DSP schedules DA to begin working.] </pre>

System Action Plan

Title/Code: Amazon DA Training	Date: June 2020
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Description of System Benchmarks			
#	Benchmarks	Accountable Position	Timing
1.	DSP invites DA to train on a specified date, explaining that the training day will be an online session from 8:15 AM to 5:30 PM (9:45 hours). DA may train at own pace and finish in less time, but DSP will still pay DA for 10 hours' work.	DSP DA	A TBA date for a 10-hour day.
2.	DA confirms availability for training date. This is essentially the DA's first day of work, so accountability is essential.	DA	Within 48 hours of invitation to train.
3.	DSP enrolls DA on DT's Training Schedule using Google Doc.	DSP	Within 24 hours of DA's availability confirmation.
4.	DA logs into DT's Chime Call on day of Training. The url for the Chime Call is https://chime.aws/VirtualAlert The virtual meeting phone number is (855) 552-4463 PIN: 148-404-8297 If DA does not have adequate equipment (computer, Smartphone, tablet) to access the online Training Videos, DA may report to the Amazon Station, DB07, at 161 Lower Westfield Road, Holyoke MA 01040 (map here) and use a tablet provided by Amazon. Ask for DT Asa Alert.	DA	At 8:15 AM on the scheduled Training Day.
5.	DT assigns DA a unique user ID and password to log into the training site https://knet.csod.com/client/knet/default.aspx	DT DA	After 8:15 AM on scheduled Training Day.
6.	DA logs out of Chime call and independently views all Training Videos. Completion of each video is required to proceed to the next video. DA also takes all Quizzes offered.	DA	From 8:15 AM to 5:30 PM, taking at least two 15-minute breaks and one 30-minute lunch break.



System Action Plan

Title/Code: Amazon DA Training	Date: June 2020
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#	Benchmarks	Accountable Position	Timing
7.	If DA has any technical difficulties or need for support, DA rejoins Chime Call and asks DT for help.	DA DT	
8.	When finished, DA calls DT to verify that all videos and quizzes have been completed successfully. DT verifies or directs DA to complete any unfinished modules.	DA DT	
9.	DT notifies DSP of DA's successful completion of Training.	DT	
10.	DSP arranges with PayCom to pay DA for 10 hours' work for the Training Day.	DSP	
11.	DSP schedules DA for the next steps toward starting to work an Amazon Delivery Associate.	DSP	

Resource Requirements	
Staffing	DSP, DT, DA
Space and Facilities	Quiet place to access Amazon Chime and Training Website with a computer, tablet, or smartphone. If DA does not have adequate equipment, DA may report to Amazon Station, DB07, at 161 Lower Westfield Road, Holyoke MA 01040 (map here) and use a tablet provided by Amazon. Ask for DT Asa Alert.
Equipment	Internet connection, computer, tablet, or smartphone. If DA does not have adequate equipment, DA may report to Amazon Station, DB07, at 161 Lower Westfield Road, Holyoke MA 01040 (map here) and use a tablet provided by Amazon. Ask for DT Asa Alert.



System Action Plan

Title/Code: Amazon DA Training	Date: June 2020
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System Quantification

Describe how you will quantify and evaluate the effectiveness of this system on an ongoing basis:

The System will enable the DA to train in all the expectations, responsibilities, and standards required of an Amazon Delivery Associate and will empower the DA to use the provided apps and equipment to be successful on the job.

The System will equip the DA Candidate to begin working as an Amazon Delivery Associate.

The Company will always have enough DAs in training to meet all Amazon service requests and to compensate for natural staff attrition.

System Standards

1.	Training new DAs will be treated as a vital goal. Without enough trained DAs, we cannot meet Amazon's current and growing needs, and if we cannot do that, the company's Strategic Objective is impaired.
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