AMZL Onboarding – Facilitator Guide

Day 1 - Monday

**Facilitator Preparation:** It is critical that you familiarize yourself with how your station is set up prior to facilitating this course. Review this facilitator guide and presentation, and make sure you have a thorough understanding of the process and any nuances specific to your site that may not be detailed in this material. If there are any parts of the agenda you don’t feel comfortable presenting, make sure to arrange a speaker (such as a SM or AM at the host station) to present that topic.

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| Slide 1 | **SLIDE DESCRIPTION:** AMZLO    Time: 5 min | **WELCOME:** Participants to the start of AMZLO  **SAY:** Welcome to AMZLO, a manager training class for AMZL managers, both corporate-based and ops, L4s and up, to get an overview of AMZL, the processes and tools used in a station, and the various groups that support AMZL.  **ASK:** Ask participants what they already know about AMZL, what we do, how we do it. |
| Slide 2 | **SLIDE DESCRIPTION: Facilitator Introduction**    Time: 5 min | **EXPLAIN**: Give an introduction to the class on your background, what you’ve done in AMZL and some fun facts about yourself.  Create a slide that introduces you to the group, your experience within and outside Amazon, places you’ve lived, fun facts about yourself. |
| Slide 3 | **SLIDE DESCRIPTION:** Basics and housekeeping    Time: 5 min | **EXPLAIN:** Walk through the following welcome items. Let the class know you will be going over the agenda for the week on a daily basis.  Give details on housekeeping:   * Bathrooms and exits, station layout * Lunch plans, does anyone have food requirements * Safety issues (vests in warehouse, etc) * Use of Chime chat * Uber’ing on Wed and saving receipts * Expense basics – receipts, etc * Social Director * MVP vote at end of class * Don’t post any pics on social media * Speakers and emails for contact * A to Z Guide * Do’s and Don’t’s for class – Posting pics, staying off laptops and phones, participation, etc |
| Slide 4 | **SLIDE DESCRIPTION:** Objectives    Time: 5 min | **EXPLAIN**: Read and discuss the objectives with class |
| Slide 5 | **SLIDE DESCRIPTION:** Icebreaker    Time: 15 min | **EXPLAIN**: To get to know each other, we will do the following icebreaker activity. Every person will take turns standing up and telling us their name, role, location and favorite toy growing up.  **SAY**: Take a minute or two to think about your favorite toy when you grew up. Then associate that toy with what we’re going to do this week.  (For example, legos. This week, we’re going to learn all the building blocks of AMZL so we can work on building a better process, etc…) |
| Slide 6 | **SLIDE DESCRIPTION:** Group Names    Time: 15 min | **EXPLAIN**: We will be using various activities throughout the week to give you some hands on experience that we will do in groups. This adds an element of fun and competition to the learning environment, and gets the class in the team mentality used in our DS. During the week, we will keep score of the activities and the winning group will receive a small prize and bragging rights.  **SAY**: As a group, you will create a team name, logo and slogan. These should be based on something related to AMZL, leadership principles, Amazon, delivery, etc. |
| Slide 7 | **SLIDE DESCRIPTION:** Leading a Stand Up    Time: 1 min | **EXPLAIN**: At our DS, we have stand ups (SUMs) for our sortation shift. Three things we always name in these meetings are: Safety tip, Standard Work and Success Story. |
| Slide 8 | **SLIDE DESCRIPTION:** SUM    Time: 10 min | **EXPLAIN:** Group should lead stand up  **ACTIVITY:** Have one group run the stand up at the beginning of each day. They should come up with each “S” of the SUM.  **NOTE**: The first day may be tough, as they haven’t learned too much info yet, so be prepared to help out. |
| Slide 9 | **SLIDE DESCRIPTION:** Intro from Kevin Connelly    Time: 15 min | **EXPLAIN:** Introductory message from Kevin Connelly, one of our senior managers of AMZL.  **VIDEO:**  [**https://broadcast.amazon.com/videos/56427**](https://broadcast.amazon.com/videos/56427) |
| Slide 10 | **SLIDE DESCRIPTION:** AMZL History and Growth    Time: 20 min | **SAY:** Now we’ll take a look at our history and growth of AMZL. We’ll also look at some of the tools that were launched in the past year and a half.  **EXPLAIN:** This is a good time to pre-warn the class about the Acronym Challenge at the end of the week, since there are quite a few acronyms presented in the elearning.  **NOTE**: This is a Knet eLearning in the AMZLO curriculum to go over with the class. |
| Slide 11 | **SLIDE DESCRIPTION:** Latest Data from WBR    Time: 15 min | **EXPLAIN:** The WBR (Weekly Business Review) looks at all the metrics for AMZL over the past week. Much of this can be seen in Perfect Mile.  **ACTIVITY**: Explain each category/metric, and ask the class to guess at the numbers, then reveal. Numbers will reveal one at a time as you click through. |
| Slide 12 | **SLIDE DESCRIPTION:** Who Else Does Last Mile?    Time: 1 min | **EXPLAIN:** There are many parts that fall under the AMZL umbrella that you may or may not interact with. But it’s important to know what these are. These include Prime Now, Lockers, Walker, Flex, etc. We will talk about most of these throughout the week. |
| Slide 13 | **SLIDE DESCRIPTION:** Fresh and Pantry    Time: 5 min | **EXPLAIN:** Amazon Fresh is our grocery delivery. These are delivered by Fresh FCs, and the DSPs contracted with those stations.  VIDEO: Play both videos, one for Fresh, one for Pantry.  Fresh: <https://broadcast.amazon.com/videos/46885>  Pantry: <https://broadcast.amazon.com/videos/16670> |
| Slide 14 | **SLIDE DESCRIPTION:** Prime Now    Time: 5 min | **EXPLAIN:** Prime Now is our 1-hour delivery. It was launched at Christmas time in 2014. They did a test on the Today show, live, and this is what happened. |
| Slide 15 | **SLIDE DESCRIPTION:** Flex    Time: 5 min | **EXPLAIN**: Flex is a rapidly growing part of AMZL, using Independent Contractors, DPs (Delivery Partners) to help us deliver pictures.  We will talk much more about Flex, and how it operates within a delivery station. We schedule and monitor routes differently, and there are different ways in which we engage and interact with Flex DPs. |
| Slide 16 | **SLIDE DESCRIPTION:** Lockers    Time: 5 min | **EXPLAIN**: Amazon Locker is rapidly growing and is a great way for us to deliver packages in areas where packages get stolen, as well as very useful in places like universities, businesses and military bases. |
| Slide 17 | **SLIDE DESCRIPTION:** Walker Model    Time: 5 min | **EXPLAIN**: In NYC, it is almost impossible to deliver as we do in other places due to traffic, parking, access, etc. In Manhattan, we use the Walker Model, where DSPs meet at an ORDT (On Road Dynamic Transfer), and walk the packages on a cart throughout the city.  Note for the class that there is no Amazon branding on the uniforms, totes or carts. |
| Slide 17b | **SLIDE DESCRIPTION:** Amazon Go    Time: 5 min | **EXPLAIN**: Amazon Go is a new shopping concept where you never have to wait in a checkout line again. Just take things off the shelf and it will add it to your cart. Put them back, and it will remove it.  [Video link](https://broadcast.amazon.com/videos/66766) |
| Slide 17c | **SLIDE DESCRIPTION:** Amazon Local    Time: 5 min | **EXPLAIN**: Amazon Local allows Amazon delivery partners the ability to pick up packages closer to home.  [Video link](https://youtu.be/NrmMk1Myrxc) |
| Slide 18 | **SLIDE DESCRIPTION:** Different Delivery Types    Time: 5 min | **EXPLAIN**: Now that we’ve discussed several different types of deliveries handled by AMZL, let’s look at how those various delivery types are sent to the customer and who delivers them.  [Knet Course Link](https://knet.csod.com/LMS/scorm/LaunchLo.aspx?objectId=a97539a9-d690-469d-83aa-a895abf696ff&redirectUrl=%7e%2fphnx%2fdriver.aspx%3froutename%3dLearning%2fCurriculum%2fCurriculumPlayer%26TargetUser%3d311781%26curriculumLoId%3db39f70da-d44c-4245-9c21-372848c77b17) |
| Slide 19 | **SLIDE DESCRIPTION:** 24 Hour Operations Clock    Time: 2 min | **EXPLAIN**: Our DS are on a 24-hour clock, and various processes are happening at the station, depending on what time it is. The next eLearning we do together, will go through all the processes we perform throughout the day and night at our stations. This presentation will also talk about some of the tools we use to perform our jobs. Please note that some of these have changed as we continue to innovate.  [Knet Course Link](https://knet.csod.com/LMS/scorm/LaunchLo.aspx?objectId=3cdb2c7f-1612-44cd-bd2e-b69be0fff937&redirectUrl=%7e%2fphnx%2fdriver.aspx%3froutename%3dLearning%2fCurriculum%2fCurriculumPlayer%26TargetUser%3d311781%26curriculumLoId%3db39f70da-d44c-4245-9c21-372848c77b17) |
| Slide 20 | **SLIDE DESCRIPTION:** 24 Hour Operations Clock    Time: 30 min | **eLearning**: Open and run through eLearning. Make sure to ask if anyone has any questions on each slide. Mention the tools used at each process.  **NOTE**: Pay attention to some of the processes having outdated information. The package status in the top right has changed, as have some of the tools and processes. Be sure to call them out before and during the eLearning. |
| Slide 21 | **SLIDE DESCRIPTION:** Package Status Flow    Time: 15 min | **EXPLAIN**: Walk the class through the flow of a package from Manifesting and SLAM at an FC to either delivery, or one of the other options (sent back to FC, damaged, rejected, attempted, etc.) Be sure to emphasize the status changes at each step, and recognizing the process by what the status on the package currently is. |
| Slide 22 | **SLIDE DESCRIPTION:** Package Status Flow, Part 2    Time: 15 min | **EXPLAIN**: Continue status flow walkthrough for attempted, delivered, undeliverable and rejected packages. Also explain the basics of the RTS practice and how it affects package status in both Dexter and COMP. |
| Slide 23 | **SLIDE DESCRIPTION:** COMP History of Operation/Status    Time: 5 min | **EXPLAIN**: In COMP, we can look up a package and based on the status, be able to tell what has happened to the package and where it is in the system. As well as when those processes happened.  **NOTE**: This is a click-through slide, the arrows will pop up as you click through the process. |
| Slide 24 | **SLIDE DESCRIPTION:** Station Layout    Time: 10 min | **EXPLAIN**: While every DS building is a little bit different and may be laid out slightly different due to building sizes, there are many parts of a Delivery Station that are standard and should be in your DS. We will walk through some of these and then head out on the floor and see them up close.  **NOTE**: Do not show the station spotlight section, it is very outdated and shows Big Iron and other things we don’t do anymore.  [Knet link](https://knet.csod.com/LMS/scorm/LaunchLo.aspx?objectId=87139269-249d-4f7f-94ac-e4d682b241a2&redirectUrl=%7e%2fphnx%2fdriver.aspx%3froutename%3dLearning%2fCurriculum%2fCurriculumPlayer%26TargetUser%3d311781%26curriculumLoId%3db39f70da-d44c-4245-9c21-372848c77b17) |
| Slide 25 | **SLIDE DESCRIPTION: Lunch**    Time: 45 min | **Lunch for approximately :45** |
| Slide 26 | **SLIDE DESCRIPTION:** Station Tour    Time: 2 min | **EXPLAIN**: We will now go out on the floor and take a tour of the station.  Show managers as many of the spots indicated on the station layout eLearning as possible. Take time to show the various gemba boards as well.  **NOTE**: Please make sure all associates have vests, closed toe shoes, and hair up. Follow all safety procedures and try to walk in the green mile as much as possible. Alert the group that there may be Flex DPs coming and going, so be aware of traffic inside the building. Explain the 5S colors as you walk the station. |
| Slide 27 | **SLIDE DESCRIPTION:** Sortation    Time: 1 min | **EXPLAIN**: We’ll now talk about how we sort packages into containers/bags/totes, how the floor is laid out and what the various positions are during the sortation shift. |
| Slide 28 | **SLIDE DESCRIPTION:** Sortation Video    Time: 15 min | **EXPLAIN**: We will now watch a video about how we sort packages in the overnight sort shift, as well as how packages are scanned to the appropriate containers.  [Video Link](https://broadcast.amazon.com/videos/38853)  **NOTE**: This video contains some outdated bags and processes. Be sure to let the class know what has changed, and have them think about what they saw on the tour. |
| Slide 29 | **SLIDE DESCRIPTION:** ZBR/SSP Introduction    Time: 1 min | **EXPLAIN**: Now that we know how packages are sorted, let’s explore what ZBR (Zone Based Routing) is and how it is different from Dynamic routing. |
| Slide 30 | **SLIDE DESCRIPTION:** ZBR/SSP/Containerization    Time: 30 min | **EXPLAIN**: Walk through ZBR/SSP presentation. Discuss how the geographical area is laid out in clusters, and within each cluster are delivery “zones”, which make up zone based routing. Explain how the master trace line goes through every zone and our rotes are built along that line.  Also discuss how the floor/carts/bags are laid out to match the master trace and zones. Make sure to explain why we use ZBR and what the goals are for using ZBR and auto assign for DAs. |
| Slide 31 | **SLIDE DESCRIPTION:** Sortazing Race    Time: 45 min | **EXPLAIN**: We will now see if you understand the basics of sortation and how the floor is laid out with an activity.  **ACTIVITY**: Each group will sort a pile of “packages”. You will take each label, look at the sortation code, and sort the package into the corresponding bag/container. The group that sorts all the packages in the shortest time wins, minus missorts or other penalties. Sorters can only have one label in hand at a time (one piece flow), may not run (walk with a purpose). After sort is done, stop timer and check for missorts. (:10 added for each missort, being caught with more than one package in hand (other than presort) and running.) Update winners on group poster. |
| Slide 32 | **SLIDE DESCRIPTION:** A to Z Guide    Time: 2 min | **EXPLAIN**: We will now take a look at the A to Z guide, our site for all training documents related to AMZL, and the Baseline Playbook.  **NOTE**: Have all associates bring up the A to Z guide on their laptops. |
| Slide 33 | **SLIDE DESCRIPTION:** A to Z Guide    Time: 15 min | **EXPLAIN:**  Have the class open up the A to Z guide on their laptops, and explain all the links in the top half of the guide. Then scroll down and show some of the important sections and the documents in them. |
| Slide 35 | **SLIDE DESCRIPTION:** Learning Announcements    Time: 5 min | **EXPLAIN:**  Each week, there is a learning call that a representative from each station needs to be on. These are important calls, since we find out about new processes and improvements/changes, as well as have links to all the latest training info.  **NOTE**: Have the class subscribe to the Learning Announcements. |
| Slide 34 | **SLIDE DESCRIPTION:** Baseline Station Playbook    Time: 2 min | **EXPLAIN:**  Have the class open up the Baseline Playbook as well. Make sure to have them locate the shift checklists for the various shifts (as well as the appendix) and stress the importance of following them on their shifts. |
| Slide 36 | **SLIDE DESCRIPTION:** Baseline Station Playbook    Time: 5 min | **EXPLAIN:**  Please take a second to scroll through the BP, and notice how it is laid out by section. The table of contents is clickable, so clicking any title in the contents will take you right to that section. Also notice where the checklists are located, both in the front of each section as well as the appendix at the end.  **NOTE**: Have the class download and save the checklist that matches the shift they are to work, so they can look through the tasks listed. |
| Slide 33 | **SLIDE DESCRIPTION:** Baseline Station Playbook Activity    Time: 20 min | **EXPLAIN:**  Now we’ll get a chance to navigate around the BP as well as learn some standard work. There are a number of questions on the quiz. You can work on this as a group. When you are done answering the questions, let the facilitator know and turn over your paper. How quickly the groups finish will determine the tie breaker. The group that gets the most questions correct in the shortest time, will get 1st place. |
| Slide 33 | **SLIDE DESCRIPTION:** Fiinish and homework    Time: 5 min | **EXPLAIN:**  This brings us to the end of day 1. Please make sure to get your homework done, especially the DA Onboarding training. It’s very important as we will be reviewing the Rabbit tomorrow, and you’ll need to know most of this when you are out on your ride-alongs Wednesday. |