EXERCISE 1 | SESSION 1 | 1 NOVEMBER 2026

Will the shift plan work?

Learner: _____ Date: _____

A fictional office has eight passengers, P01-P08. The shift starts at 09:00. For this case, the agreed arrival target is 08:45. It is an exercise assumption, not a universal rule.

Vehicle / group	Passengers	Usable seats	Planned departure	Journey*
A / P01-P04	4	4	08:00	40 min
B / P05-P08	4	4	08:10	35 min

*The supplied duration includes boarding. Each group uses one pickup point. Do not add a second boarding allowance. No real route or address is used.

1. Work out capacity and arrival

Vehicle	Expected arrival	Meets 08:45 target?	Buffer before 09:00
A			
B			

Minimum vehicles from seats alone: _____. Show your calculation.

_____

2. Check what the seat calculation cannot tell you

Name two assumptions you would verify before approving a real plan.

_____

_____

Fictional coordination owner and escalation role:

_____

Your output: a shift plan with each passenger assigned once, correct timing and capacity checks, and stated assumptions. Use this as Exercise 1 in Academy; no extra submission is required.

EXERCISE 2 | SESSION 2 | 8 NOVEMBER 2026

A delay needs a clear update.

At 08:10, Vehicle B reports a 20-minute delay to its planned departure. Its four passengers are P05-P08. Journey time, including boarding, remains 35 minutes for this exercise. Target: 08:45. Shift: 09:00. Vehicle A is full. No backup is confirmed.

1. Recalculate before making a promise

Measure	Your calculation / answer
Estimated departure	
Estimated arrival	
Minutes after arrival target	
Minutes after shift start	

2. Separate facts from possible causes

Two facts supplied by the case:

_____

One possible cause to investigate, and the evidence needed to check it:

_____

_____

3. Plan your response and handover

Choose the first three coordination actions. Check the estimate and authorised alternatives, communicate the likely impact and set a next update. Do not invent spare capacity or approval.

Action	Responsible role	Evidence / next check
1.		
2.		
3.		

Write a short handover: facts, impact, action, owner and next update.

_____

_____

EXERCISE 3 | SESSION 3 | 15 NOVEMBER 2026

What do the trip records show?

Eight planned trips were completed. For this fictional sample only, every arrival target is 08:45 and every shift starts at 09:00. Arrival at the target counts as on time. These records do not represent a business trend.

Trip	Vehicle	Actual arrival	Recorded exception
DEMO-001	A	08:40	None
DEMO-002	B	08:45	None
DEMO-003	A	08:42	None
DEMO-004	B	08:55	Pickup delayed
DEMO-005	A	08:44	None
DEMO-006	B	09:05	Journey extended
DEMO-007	A	08:35	None
DEMO-008	B	08:45	None

1. Write a reproducible service summary

Measure	Working / result
Completed trips	
At or before 08:45 / after 08:45	
On-time percentage: on time / completed x 100	
Arrivals after the 09:00 shift start	

Write a two-sentence summary, including the denominator and sample limit.

_____

_____

A recorded exception describes an observation, not a proven root cause. A delay category does not establish responsibility or an invoice deduction. Continue with the evidence check on the next page.

Check evidence. Propose a test.

Fictional invoice assumption: INR 400 per completed trip. This is a practice rate, unrelated to the course fee. The invoice excerpt is partial; do not treat it as the full eight-trip invoice.

Invoice trip	Billed (INR)	Match / question to investigate
DEMO-001	400	
DEMO-002	400	
DEMO-003	450	
DEMO-009	400	

Which source records and agreed terms would you request? What is not yet a billing decision?

_____

_____

Session 4: use your work for the fourth submission

Bring your plan, handover and trip summary into one short review. For the two late trips, reported explanations are late readiness confirmation and a longer journey than estimated. Verify those reports before calling them root causes.

Improvement proposal	Your notes
One issue supported by the records	
Action to test / responsible role	
Measure, denominator and comparable period	
Next review / evidence still needed	

Review this deliberately flawed AI draft

"Vehicle B will arrive at 08:45. A backup is ready. Move the four passengers into Vehicle A."

Correct one error using Exercise 2 facts; identify an unsupported claim and the required human check.

_____

_____

Use the existing Exercise 4 submission for the integrated review and AI critique. An AI account is optional. Keep real rosters, private contacts, locations and employer records out of public AI tools. Completion also requires the attendance, review and correction rules in the syllabus.