

TASK 2

Scenario

A shoe manufacturing company is having a problem with returns and customer complaints in their boot division. Top executives are meeting to figure out what these problems in the boot division are costing the company.

Requirements

- No more than a combined total of 30% of the submission and no more than a 10% match to any one individual source can be directly quoted or closely paraphrased from sources, even if cited correctly. An originality report is provided when you submit your task that can be used as a guide.
- You must use the rubric to direct the creation of your submission because it provides detailed criteria that will be used to evaluate your work. Each requirement below may be evaluated by more than one rubric aspect. The rubric aspect titles may contain hyperlinks to relevant portions of the course.

Create an affinity diagram with at least **six** types of cost centers to show where the boot division is costing the company money. Your diagram should include the following:

- A. The problem statement.
- B. *At least six* types of cost centers that are being affected by the boot division.
- C. Acknowledge sources, using APA-formatted in-text citations and references, for content that is quoted, paraphrased, or summarized.
- D. Demonstrate professional communication in the content and presentation of your submission.

Rubric

A. Statement of the Problem

Not Evident

The candidate does not create an affinity diagram, or the diagram fails to state any problem.

Approaching Competence

The candidate creates an affinity diagram that fails to state the correct problem.

Competent

The candidate creates an affinity diagram that states the correct problem.

B.: Six Affected Cost Centers

Not Evident

The candidate does not create an affinity diagram, or the diagram lists fewer than 4 cost centers.

Approaching Competence

The candidate creates an affinity diagram that lists 4–5 cost centers.

Competent

The candidate creates an affinity diagram that lists 6 cost centers.

C.: APA Sources

Not Evident

The submission does not include in-text citations and references according to APA style for content that is quoted, paraphrased, or summarized.

Approaching Competence

The submission includes in-text citations and references for content that is quoted, paraphrased, or summarized but does not demonstrate a consistent application of APA style.

Competent

The submission includes in-text citations and references for content that is quoted, paraphrased, or summarized and demonstrates a consistent application of APA style.

D.:Professional Communication

Not Evident

Content is unstructured, is disjointed, or contains pervasive errors in mechanics, usage, or grammar. Vocabulary or tone is unprofessional or distracts from the topic.

Approaching Competence

Content is poorly organized, is difficult to follow, or contains errors in mechanics, usage, or grammar that cause confusion. Terminology is misused or ineffective.

Competent

Content reflects attention to detail, is organized, and focuses on the main ideas as prescribed in the task or chosen by the candidate. Terminology is pertinent, is used correctly, and effectively conveys the intended meaning. Mechanics, usage, and grammar promote accurate interpretation and understanding.