

IC REMOTEU CERTIFIED

Name: Ayeshah Syed

Pipeline: Knowledge Architect

1. Ayeshah Syed is an expert on the basics of remote work

- During video calls, Ayeshah Syed inspires confidence with her clean background and professional business attire
- Ayeshah Syed works from a top caliber workstation: quiet, non-distracted, strong and reliable internet (35/8 Mbps), 19" screen, separate mouse, clear mic, great computer (16GB RAM, 128GB SSD, dual core 2.4 GHz)

2. Ayeshah Syed has the frameworks and tools to be 3x as productive as an office worker

- Frameworks
 - Ayeshah Syed owns her productivity, measures herself objectively, welcomes negative feedback, learns from top performers, focuses her time on deep work blocks, and builds RCAs
 - Tools
 - Ayeshah Syed is proficient with online collaboration tools (G suite and Zoom), gains insights from and takes action on her personal WorkSmart data: calendar, alignment, focus, metric, activity, Gemba walks
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Internet - Down/Up	Download: 164 Mbps. Upload: 31 Mbps
Operating System	Windows 10
CPU / Memory / HDD	Intel Core i5/16GB RAM/128 GB SSD
Monitor	21" external monitor
Internet outage plan	Go to a UnionSpace, Bangsar (coworking space which is __ miles away) and purchase \$9 day pass. During RemoteU, I tested out UnionSpace to verify it meets the standard.
Power outage plan	Same as above
Images	 

Mindset Shifts and Learnings

In previous jobs, I used to *rely on managers' instructions and deadlines to determine how I work* but now I am personally driving my quality delivery, my productivity, and how I spend my time.

1. Quality Delivery

- I measure myself objectively
 - *In my previous jobs, performance reviews were a formality that gave me a score, but didn't tell me how to improve or how I compared to others. In RemoteU, I could clearly see my daily progress and completion rate and knew how I was doing on a scaled rank. Having clear information about my quality and how I compared to others pushed me to do better, for example, by meticulously reviewing my tasks to eliminate typos or errors. I went from being far below the Top Performer on Monday to being the Top Performer on Wednesday! Seeing the impact of monitoring my quality closely, I'll never go back to being "in the dark". After RemoteU, I will keep the quality of my knowledge base articles high by evaluating myself with the internal quality bar and my FTAR data.*
- I welcome negative feedback
 - *I realise now that as I grew in seniority as a learning and development consultant, my improvement rate declined because I was receiving less negative feedback. In three days of RemoteU, however, I received more negative feedback than I have in years. Initially it was uncomfortable but it pushed me to achieve better quality. For instance, on Monday my coach said that my limited experience in*

Sheets caused my poor performance in the Continuous Improvement task. I then learned to use functions, shortcuts and Macros. It was a struggle, but necessary. I also saw that I had been missing out on chances to boost my quality and productivity by not making the effort to learn new applications. So I spent personal time on Tuesday learning more about Sheets functions and I have scheduled monthly time to learn new tools. All this learning came from a single piece of negative feedback. I'm excited to see how much I will gain from daily negative feedback.

2. Productivity

- During IC RemoteU, I was able to experience firsthand how much improvement is possible on any given workflow. During one of my deliverables, I decreased the time it took to perform a complex task from 2622 seconds to 573 seconds (saving 2,049 seconds) [[TMS link](#)]. These improvements were possible because I adopted these best practices from the top performer:
 - *Using the right tools, for example, VLOOKUP to input Agent names from Source 2 tab into Source 1 tab, shortcut to copy down, and IF statements*
 - *Eliminating repeat steps wherever possible, for example, copying, pasting and editing Pivot Tables to create stacked rank tables more quickly than setting up a new pivot table each time*
- After doing a Zero Based Target [[ZBT link](#)], I successfully decreased unit delivery time to 55 seconds, which delivered an overall savings of 2,567 seconds from my original unit time. I was able to further deliver this improvement because
 - *I applied “automate to eliminate”. Before doing the ZBT, I thought it would be impossible to reduce the unit delivery time below 573 seconds, because I was already moving as fast as I could. However, with automation, I managed to finish the task in 55 seconds. Since I was new to Sheets, it took me a while to set up the Macros correctly. Once it was set up though, I could repeatedly perform the task in much less time. What’s more, anyone with zero Macros knowledge could do it too! This taught me that automation pays off massively in productivity, accuracy and transferability. I applied automation to some of my routine tasks; for example, on Tuesday I set my browser to open regular tabs on startup. Before RemoteU, I would have discounted the impact of such small tasks. But now I’m always looking for ways to eliminate such waste and save time for tasks that need my attention.*
 - *I sought continuous improvement. After I completed the ZBT task, I realized I could cut more time with a single Macro instead of four. I learned that even after cutting delivery time by 90%, I should try for more. Getting satisfied too easily limited my performance because I stopped trying once I hit under 60 seconds. If I had aimed for zero seconds, I might have achieved a delivery time under 40 seconds. On Tuesday and Wednesday, I applied this by trying to work as quickly as possible instead of aiming to finish by the end of the workday. I finished my daily tasks in 6 hours, which gave me a 2-hour headstart on the next day’s tasks. Instead of working to the “maximum” allowable time like I used to, I will always work towards the “minimum” achievable time. This mindset shift will let me achieve things the “old” me would have thought impossible.*
- Gemba

- *Before attending RemoteU, I thought tools like Gemba Walk were for Managers to spot infractions. But I have learned that I can gain valuable insights to improve by getting close to the work. For example, to investigate my Intensity Score of 66% on Wednesday, I checked the Logbook details of low-intensity time cards and saw that I rapidly switched between different windows, e.g. GDocs, GDrive, Zoom. The screenshots showed I kept unnecessary open tabs and may be accidentally clicking on them, so I put a post-it reminder on my workstation to organise my tabs better. Today I achieved a 100% intensity score for the first time. As I own my productivity, doing regular Gemba Walks on my Logbooks will help me spot opportunities for improvement that I would miss without the data.*

3. How I spend my time

- Focuses their time on deep work blocks
 - *An epiphany for me was seeing that multitasking is a limitation, not a strength. On Monday my Focus Score was only 85% although I worked for close to five hours uninterrupted. Checking my Activity and Logbooks, I saw that chat, email or meetings were breaking my focus. On Tuesday and Wednesday I scheduled meetings and email/chat to allow for longer Deep Work slots. I also muted chat notifications to cut distractions. The impact was achieving a 100% focus score on Tuesday and Wednesday, and completing my daily tasks in 6 hours instead of 8. I can't get back the time I lost through multitasking. But I'll protect my Deep Work blocks from now on by maintaining a consistent work schedule, scheduling at least two focused work blocks daily, muting chat and email notifications, and doing weekly Gemba Walks of my Worksmart data to make sure I stay on track.*

4. After graduating from IC RemoteU, I will become the Top Performer within the Knowledge Architect team room within four weeks because

- In Remote U I learned that quality is the most important and that I can always objectively measure the quality of my own work thanks to the IQB. As a Knowledge Architect, I will use the IQB and my FTAR data to ensure that my articles are clear, accurate, optimised and reader friendly. I will catch all my own mistakes before they reach the QE team.
- In RemoteU, I learned that you can do the same task with the exact same quality in a fraction of the time by applying TMS, ZBT and automation, so I'm going to use these tools to cut the time I take to write articles in half.

*Note: ICs are not equipped for #4. We need to connect them during IC RemoteU with their future job.