

Master Run-Time Protocol: Desk Triangulation & Digital Extraction Guide

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RESEARCH CODE: 7320 | COMPLIANCE MANDATE

EXECUTIVE OPERATIONAL MANDATE

Do not treat your three Black Box volumes as academic literature or fluid reading material. They constitute an integrated, physical operational weapon engineered to eliminate semantic filtering, face-saving silence, and decision paralysis on the production floor.

Breakdowns in Vietnam-based Foreign Direct Investment (FDI) enterprises are **design problems, not people problems**. They cannot be resolved through charisma, motivational speeches, or passive policy translations. Operational control requires hardcoding objective boundaries, signed decision rights, and visible physical checklists directly at active workstations.

PART 1 PHYSICAL DESK TRIANGULATION WORKFLOW

Keep all three physical volumes accessible at your primary desk setup. When operational friction, delays, or variances occur, execute this 4-step triangulation sequence:

STEP 1 FLOOR TRIAGE

Rapid Floor Triage (Volume III — Field Manual)

Keep Volume III permanently bookmarked at **Page 2: System Symptom Diagnosis Index**. When a floor deviation occurs (e.g., tasks freezing, silent standups, concealed defects), locate the symptom within **15 seconds** to identify the exact operational tab and page fix.

STEP 2 STORY SHIELD

The Third-Party Story Shield (Volume II — Case Studies)

Open Volume II to the corresponding composite case history. Before issuing a corrective protocol, read the 2-minute case summary aloud during shift huddles.

The Mechanism: Discussing an anonymous third-party failure in another facility removes personal blame and preserves local "Face" (*Thể Diện*), allowing your team to absorb the operational lesson without defensiveness.

STEP 3 INSCRIPTION

Run-Time Inscription (Digital Vault & A4 Printing)

Download the native Microsoft Word template from hanoiceg.vn/vault. Input localized cell parameters, secure ink signatures, and physically clamp the sheet to workstation clipboards within **24 hours**.

STEP 4 HQ SHIELD

The HQ Shield Drill (Volume I — Research Report)

When foreign executives or regional headquarters challenge why standard home-office procedures are being localized, pull Volume I. Cite empirical data (e.g., Hofstede high power distance indices, Pham & Dinh's communication distance research, and Cheney's constitutive communication frameworks) to defend the necessity of structural redesign over simple translation.

PART 2 DIGITAL VAULT EXTRACTION & LOCALIZATION GUIDE

The printed manual provides baseline blueprints, but frontline manufacturing lines require clean, editable documents tailored to specific cell IDs, shift codes, and currency thresholds.

- ACCESS GATEWAY:** Navigate to <https://hanoiceg.vn/vault>
- SECURITY ENCLAVE:** Enter Master Archive Code → **7320manual2026** (all lowercase, no spaces)
- EXTRACT TEMPLATES:** Select target tab & download native .docx / .xlsx files directly.

PRESERVE CORE LEGAL ARCHITECTURES

CUSTOMIZATION: BRACKETED FIELDS ONLY

- **[Cell / Line ID]**: Specific production line or department code.
- **[Autonomy Threshold]**: Specific numerical unit limits (e.g., rework ≤ 50 units) or localized currency caps (e.g., emergency repairs ≤ 10,000,000 VND).
- **[Escalation Clock]**: Explicit countdown minutes (e.g., 5-min alert for safety deviations; 60-min alert for line stops).

Do not alter the core text of Covenants or Escalation Pipelines (e.g., the **5-point Error Disclosure Covenant** or the **5-Element Escalation structure**).

Doing so invalidates site compliance licensing under Research Code 7320.

PART 3 THE WORKSTATION CLIPBOARD MOUNTING MANDATE

1. A5 PHOTOCOPY PROHIBITION

Small-format pocket handouts, folded A5 papers, and miniature slips are **strictly banned** on the active production floor. They convey zero structural authority and are quickly misplaced or ignored.

2. STANDARD A4 MOUNTING

Every checklist, delegation statement, and error covenant must be printed on **standard A4 stock** and clamped directly onto rigid, heavy-duty clipboards mounted at eye level at workstations, console desks, and huddles.

3. The Clipboard as Final Authority: The mounted clipboard is the supreme authority on the floor. If an expatriate director or visiting manager issues a verbal order that contradicts the mounted A4 document, the operator must point to the board. The worker is **100% protected** until an updated sheet is signed and remounted.

PART 4 THE MANAGER'S TIME-BLOCKED DESK CALENDAR

Hardcode these recurring physical manual audits into your weekly operational schedule:

MONDAY (07:45 – 08:00 | PRE-SHIFT CALIBRATION)

Open Field Manual Tab 2 (Page 18) • Fill out the A4 Monday Morning Translation Sheet • Convert broad weekly quotas into exact hourly output targets per machine ID and post on the central line board.

DAILY (08:00 – 08:12 | SHIFT HANDOVER SYNC)

Stand at the line board with the Leader-Last Standup Workflow (Tab 1 / Tab 6) • Enforce the reverse-seniority rule (least senior speaks first; manager speaks last) and log blockers in silence.

WEDNESDAY (14:00 – 14:30 | MID-WEEK NEAR-MISS AUDIT)

Walk the line with Tab 3 (Page 24) • Audit physical workstation clipboards to verify that at least one predictive near-miss has been logged into the technical register.

FRIDAY (16:00 – 16:30 | WEEKLY GOVERNANCE & AUTHORITY AUDIT)

Open Tab 5 (Page 43) • Complete the 3-question Weekly Authority Self-Audit • If more than 4 hours were spent waiting for senior approvals, draft a Threshold Adjustment Request before leaving for the weekend.

PART 5 SYSTEM CHECKPOINT & RUN-TIME AUDIT

MANDATORY SETUP VERIFICATION CHECKLIST (ALL 5 CRITERIA REQUIRED PRIOR TO SIGNOFF)

- ☐ **1. Desk Triangulation Active:** Volumes I, II, and III are physically placed on the manager's desk with Volume III bookmarked at Page 2.
- ☐ **2. Gateway Access Verified:** Successful login to hanoi.eg.vn/vault using master code 7320manual2026 confirmed.
- ☐ **3. A4 Template Localized:** At least one native Word template (e.g., 1-Page Explicit Delegation Sheet) customized with line-specific parameters.
- ☐ **4. Workstation Clipboard Mounted:** Document printed on full A4 stock, signed in ink, and mounted at eye level on an active cell clipboard.
- ☐ **5. Weekly Desk Cadence Scheduled:** Monday translation, daily standups, Wednesday audits, and Friday self-audits entered into the management calendar.

