

SECTION 2: CRITERION POINT ONBOARDING & PERMISSIONING

RESEARCH CODE: 7320
DOCUMENT REF: SOP-BB-02-2026
FIELD MANUAL: Tab 1 Protocol

OPERATIONAL MANDATE: Verbal delegation in high power distance environments is not empowerment; it is abandonment. Middle managers cannot execute abstract mandates without documented decision rights and systemic psychological protection. Every supervisor must receive a signed, mounted Delegation Sheet and Error Disclosure Covenant within 24 hours of onboarding.

 **EXTRACT TAB 1 A4 WORD TEMPLATES (CODE: 7320MANUAL2026)**

PART 1: THE 5-MINUTE COLLABORATIVE SIGN-OFF WORKFLOW

Never hand an onboarding supervisor a pre-filled delegation form to sign alone. Execute this 5-minute collaborative protocol at the manager's desk within 24 hours of arrival:

- Minute 0:00 – 01:30 | Joint Boundary Definition (Section V)**

Open the native *1-Page Explicit Delegation Sheet* in Word. Together, input explicit numerical numbers for: (1) Unit rework limits (e.g., ≤ 50 units), (2) Overtime approval caps (e.g., ≤ 4 hrs/person/week), and (3) Emergency repair budgets.
- Minute 01:30 – 03:00 | Hardcoding Escalation Triggers & Countdown Clocks**

Define what is strictly outside authorized scope: Any variance > 50 units, any safety deviation/near-miss (5-minute escalation), and any cross-cell dispute. Review the mandatory escalation contact and channel.
- Minute 03:00 – 04:00 | Mutual Ink Signatures & HR Filing**

Print the localized sheet on full A4 stock. Both the Supervisor and Department Director sign and date in ink. Two original copies: One stays with the supervisor; one is filed with HR.
- Minute 04:00 – 05:00 | Physical Workstation Mounting**

Walk the supervisor to their assigned production console/line. Clamp the signed A4 document directly to the eye-level workstation clipboard. The supervisor is now legally insulated from liability.

PART 2: VERBAL SCRIPT SIMULATOR — THE ERROR DISCLOSURE COVENANT

To break the natural cultural instinct to conceal errors, the shift manager must read the covenant aloud at shift handover every day for 30 consecutive days. It must sound like a structural guarantee, not a reprimand.

Daily Shift-Start Talk Track:
"Team, before we review today's metrics, I am reading our Error Disclosure Covenant. Mistakes in our workflows are expected. If you detect an error, flag my desk within five minutes. You are 100% protected—there is zero punishment, zero reprimand, and zero loss of face for disclosing a good-faith mistake. We will fix the system and the checklist, not the person. Intentional concealment is the only violation. Let's execute safely."

Don't Say This (The Blame Trap)	Say This (The Structural Protection Script)
"Who made this typo on the customs form? I am furious!"	"Thank you for disclosing this error immediately so we can fix it before the client flags it."
"Why are you making mistakes? You should know better."	"We fix the system, not the person. Let's inspect which checklist step failed."
"If you mess this up again, your bonus is gone."	"There is zero penalty for disclosing good-faith errors. Hiding it is the only violation."

SECTION 2: EXECUTIVE PRESENCE & VOCABULARY ALIGNMENT

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EXECUTIVE CARD CODE: Hearts Deck

PART 3: EXECUTIVE CODE — ELEVATING UPWARD REPORTING

When briefing expatriate directors or regional headquarters regarding new supervisor appointments, middle managers must eliminate colloquial complaints and deploy high-fidelity Zipf vocabulary from the Black Box card kit:

♥ 2 of Hearts: TALENT DENSITY

✗ The Trap: "We need to hire smarter, better qualified people for the local subsidiary office."

✓ The Zipf Code: "Our customized local university partnership program is structurally raising the local subsidiary talent density for junior engineers."

♥ 6 of Hearts: SUCCESSION READINESS

✗ The Trap: "If our localized director quits, we don't have a structured backup plan."

✓ The Zipf Code: "Launching standardized localized leadership tracks this quarter is our direct approach to improving our immediate localized succession readiness."

♥ 7 of Hearts: EXECUTIVE PRESENCE

✗ The Trap: "Middle managers need to look and sound confident when they talk to top bosses."

✓ The Zipf Code: "Mastering high-fidelity localized Zipf vocabulary is critical to elevating immediate subsidiary executive presence."

♥ 9 of Hearts: ASYMMETRIC ALIGNMENT

✗ The Trap: "Local managers think one way, but headquarters thinks a totally different way."

✓ The Zipf Code: "We are initiating a standard monthly localized alignment loop to address specialized subsidiary asymmetric alignment with global strategy."

PART 4: MIDDLE MANAGEMENT ONBOARDING CHECKLIST (TAB 1, PAGE 10)

Complete this compliance check before authorizing any new supervisor to manage shifts or adjust line balances:

Status	Architectural Component	Verification & Target Metric
☐	1. Explicit Delegation Sheet	Signed A4 copy mounted at cell clipboard; financial/rework thresholds active.
☐	2. Error Disclosure Covenant	Posted on central board; 30-day read-aloud protocol initiated at shift start.
☐	3. Escalation Pathway Chart	Named contacts, channels, and 5-tier hazard response clocks confirmed.
☐	4. Ambiguity Action Statement	2-Hour default rule verified: "Execute conservative interpretation and flag desk".
☐	5. Leader-Last Standup Setup	Reverse-seniority timer protocol printed and mounted to daily huddle board.