**Worksheet: Lucy and Ethel Video Debrief**

**Instructions**: Watch the Youtube video [*Lucy and Ethel Wrap Chocolates*](https://www.youtube.com/watch?v=pGRj-A8rKxw). Answer the questions below.

* 1. What was the nonconformity?

* 1. Should disciplinary action be taken? Explain.
  2. What was the costly work-around or immediate action taken by Lucy and Ethel?
  3. How do you think Lucy and Ethel will feel about their performance?
  4. Why didn’t Lucy and Ethel report the incident?