



MikesBikes-Intro Quickstart Guide (for version 6.84.10.10.10 and later)



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MikesBikes-Intro Quickstart Guide

MikesBikes-Intro (MB-I) is an Online Business Simulation that will give you the opportunity to run your own company, managing all the key functional areas of a Firm. It is used as an interactive tool to enhance the integration and learning of the basic concepts of business in a real life context: the Bicycle Manufacturing Industry. You will get hands on experience at making critical price, marketing, operations, product development, and financial decisions.

Your team will take over an existing Bike Company. You start as Marketing Managers, but the company President has announced his/her intention to retire in 3 years time. Your team has been selected to be the Executive Officers that will be gradually given full control over the company. Each year you will be given more control over the business.

Getting Started

- 1 Read this Quickstart Guide in full. It contains hints and tips to get you started.
- 2 Go to www.smartsims.com and log in using the login and password provided by your Instructor
- 3 Watch the MikesBikes-Intro Single-Player Overview video (5 mins)
- 4 Watch the What is MikesBikes / Market Overview video (5 mins)
- 5 Download and read the Players Manual.
- 6 Windows Users should download and install the MikesBikes software (if available) from the MikesBikes-Intro menu. This will install both the Single-Player and Multi-Player on your PC. Mac Users should use the Online version of Single-Player and Multi-Player. (See the Windows vs Mac section below).
- 7 Open your Single-Player and start practicing. This will allow you to get used to the simulation before your Multi-Player competition begins.

Single-Player vs Multi-Player

The MikesBikes-Intro Single-Player allows you to practice against a single computer controlled competitor. You are able to roll forward into the next decision period / year, or roll back as you wish in order to test and change your decisions. Your primary goals are to familiarize yourself with the simulation and to maximize your Shareholder Value (SHV).

In the Multi-Player you will compete against other student teams in your class to create the highest Shareholder Value. Moving from one year (decision period) to the next is done by automatic rollover on preset dates. Before each of these scheduled times your team needs to have all decisions for the upcoming year entered into the Multi-Player version.

The Multi-Player has more competitors and higher Demand than the Single-Player, but otherwise looks the same as the Single-Player.

Windows vs Mac Users

Windows PC users can download and install the software version of the MikesBikes-Intro Single-Player and Multi-Player. This software will not run on a Mac.

For Mac and Linux users we have an Online version which runs inside your web browser. All you have to do is to log into our website, go to the MikesBikes-Intro menu, and click the blue Launch button to open your firm. Note – we may have to create this for you, so just let us know if you are a Mac user and can't find your Online Single-Player.

The software and the online version have the same functionality, but we recommend that Windows users use the software version if possible.

Note: Some courses will be set up so that all students use the Online version. If this is the case then the software download link will not appear on your webpage and Windows users should use the Online version instead.

Your Goal – Creating Shareholder Value (SHV)

As the Managers of your MikesBikes Firm, the primary goal for your company is to enrich its shareholders (owners) by providing a return on their investment in your company. The measurement of this total return to shareholders is known as Shareholder Value (SHV), so the success of your company is measured by the amount of Shareholder Value you can create in comparison to your competitors.

Shareholder Value is a measure of the current Share Price, including all past dividends paid, plus interest accumulated on these past dividends. It is the value to an investor over time of owning a single share in your firm (if you never pay dividends then SHV is the same as Share Price).

Your Share Price is mainly driven by:

- **Profitability and Earnings Per Share (EPS)**

For example:

Firm A has 2 million shares issued and made \$1 million profit, $EPS = \$0.50$

Firm B has 20 million shares issued and made \$10 million profit, $EPS = \$0.50$

Firm C has 2 million shares issued and made \$2 million profit, $EPS = \$1.00$

- **Debt to Equity (D/E) Ratio**

A higher D/E ratio means higher risk which results in a lower share price

A lower D/E ratio means lower risk which results in a higher share price

The Industry Benchmark report under Key Reports shows how you are performing relative to your competitor(s).

Decision Areas

All of your decisions will have a direct or an indirect effect on Shareholder Value. The 5 major areas you will make decisions in are:

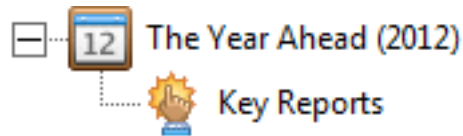
- **Product Marketing (available immediately)**
The marketing mix for each of your products, including price, promotion, public relations, and (from 4th year), product design.
- **Firm Marketing (available from 2nd year)**
The branding budget and distribution strategy for your firm.
- **Operations Management (available from 3rd year)**
The capacity and quality strategy of your firm, plus how many of each of your products to produce.
- **Design and Development (available from 4th year)**
Decisions about developing and modifying your products to suit the needs of the marketplace.
- **Finance (available from 3rd and 4th year)**
Decisions about how to finance your firm, such as whether you want to increase debt, issue equity, or pay a dividend.

As noted above you will start with basic price, promotion, and production decisions, but as the simulation progresses you will gradually be given more control over the company.

When you login to your Firm you will be making decisions for the year ahead. Remember to click 'Apply' in each decision screen to save your decisions!

If you are using the Single-Player, then use the Rollover and Rollback buttons to see what effect your decisions will have. When you are using the Multi-Player you will have to wait until the next scheduled decision deadline / rollover before your decisions will be processed.

The Year Ahead, Key Reports & Forecast Results



You should do three things every year:

1 Read the Year Ahead Report

The Year Ahead report tells you about new developments in the simulation and what to expect in the coming year.

2 Review your past performance by reading your Key Reports

The Key Reports give a good overview of how your business is performing. You can then find more detail under the 'All Reports' menu. This analysis will allow you to formulate your decisions for the coming year.

You should also review your Firm reports under All Reports->Firm Results to see how close your previous forecast was to your actual performance.

3 Review the Forecast Results Reports

Forecasting is a vital planning step in business. Review your Forecast Results reports as you enter your decisions in each screen. If you are not satisfied with your forecast results then repeat the process of planning your decision set and forecasting sales.

Segments

MikesBikes-Intro models a bicycle industry in a fictional market but with market data based on a real World scenario in the US market. Consumers in these markets have high discretionary income, and will freely buy any bicycle that suits their individual needs. There are three market segments:

- **The Mountain Bike Segment:** This segment has matured but we are confident it has good potential if customers' preferences are met. Medium Priced (~\$700 each).
- **The Road Bike Segment:** Road bike consumers are not as sensitive to price and know what they want (so quality and product specs are important). High Priced (~\$1975 each).
- **The Youth Bike Segment:** The bike has to be inexpensive, durable, and have the best look on the block. Low Priced (~\$375).

Each Firm begins with one identical Mountain Bike that has been supplying the market for the last few years. Initially your focus will be on increasing sales and profitability on this original product, but after the third rollover all Firms will be given the option of redeveloping this original bike and/or producing a new Youth or Road Bike into these empty segments.

Each of these segments has unique customers with different product preferences, price sensitivities, and shopping habits. Demand for your products will depend on how well you satisfy the needs of your markets, and how your products compare to your competitors.

See the Scenario Information Reports under Market Research for more details about each Segment's preferences.

Promotion

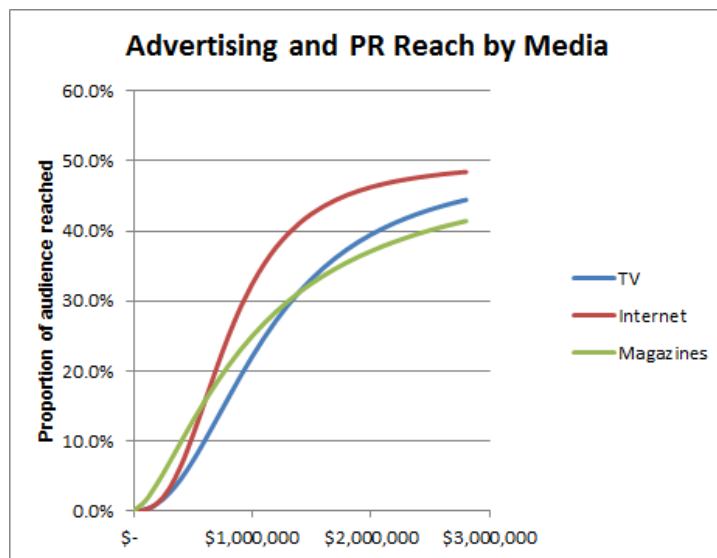
There are three types of promotion available to you:

- **Product Advertising**
- **Product Public Relations (PR)**
Product public relations related to the bike market include things like product reviews and press releases. The idea is that consumers will give more weight to news and independent reviews than advertisements.
- **Corporate Brand Advertising:** Corporate Brand advertising increases the effectiveness of product advertising and results in increased product awareness. This is especially cost effective when your firm has multiple products in the market.

Within Product Advertising and Public Relations, there are three media choices available to you:

- **Television (TV)**
- **Internet**
- **Magazines**

Each media choice offers different performance in terms of reach, ability to target, and cost.



The above Advertising and PR Reach chart shows the proportion of each media audience that can be reached with various levels of Advertising and PR spending.

For example, you can see that an investment of approximately \$1.5M in either TV or Magazines will reach 30% of that media's audience.

Important: You will need to determine the best way to allocate your media spending by combining the above reach curve with the Media Viewing Habits in the Market Information Report.

See All Reports->Market Research-> Market Information report

Corporate Brand awareness, product awareness and the influence of product public relations (PR) depend on your current budget and the carry-over effect from previous periods.

Your average branding budget over time determines your level of brand awareness. Your new brand advertising adds cumulatively to a percentage of the previous years, so maintaining a constant level of branding expenditure will slowly improve your brand awareness over time.

Pricing and Forecasting

The **Pricing** screen (under Product Marketing->Your Product) is used to enter retail pricing and sales forecast figures for your firm's selected product for the coming year. The purpose of the sales forecast is:

- It allows you to generate pro-forma financial statements under Forecast Results so you can tell how much profit you will make if all of your sales forecasts are accurate.
- It will also let you know how many sales to expect when you decide how many units to order on your Production Planner decision screen.

Capacity

The **Capacity** decision screen (under Capacity Planner) is used to enter your desired level of capacity and production efficiency budget for the coming year.

The Capacity decision field is where you can enter your total factory capacity target for the coming year in terms of Standard Capacity Units (SCU). All of your products require a certain amount of SCUs to produce.

For instance if a given bike requires 0.5 SCU, and there is 500 SCU of capacity available, then you could produce $500 \text{ SCU} / 0.5 \text{ per bike} = 1000 \text{ bikes}$.

See Market Research->Other Information report.

The capacity planner will in turn determine the maximum number of bikes that can be produced in your factory. Keep in mind that too much capacity relative to production/sales demand will result in greater idle time (an inefficient use of resources causing higher average manufacturing costs per bike).

Quality

Quality relates to the number of warranty claims that you receive due to defects. The more money you invest in quality the higher your quality index, and thus the lower the number of warranty claims that you will receive leading to increased demand for your products.

Quality decisions are found under the Capacity planner menu.

Equity

Under the Equity tab, you can issue shares to raise more capital (cash) by selecting the issue button and entering the amount of capital you wish to raise. The maximum amount of capital you can raise in a year is 50% of your market equity, so you can increase the number of outstanding shares by up to 50%.

The Equity Decisions have a direct effect on Share Price and SHV. For example if you have excess cash you may repurchase shares thereby increasing Earnings Per Share and Share Price (note the minimum number of shares is 800,000). Or you may return those funds to shareholders by paying a dividend which will increase Shareholder Value (but not Share Price).

Product Development

After three rollovers you are able to modify existing products and/or launch new products.

The existing product decision screen is used to redevelop your existing products. E.g. Product Marketing ->RC_Rockhopper ->Development

The Select Action box at the top left of the screen is used to indicate your development intentions for this product. You have three choices:

- Keep the current design
- Update the product by changing it to a new design
- Abandon the product

The Available Designs box lists all the designs that you can use to redevelop your existing product. Each design has a:

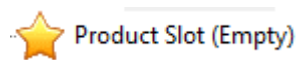
- Cost to develop
- Unit Cost
- Style Value
- Technical Value
- SCU/Unit (how many units of capacity are required to make 1 of these bikes)

You will be offered three options:

- Productname_spec_year (improve the product's technical and style values)
- Productname_cost_year (reduce the product's unit cost)
- Productname_spec_cost_year (do both)

E.g. if next year is 2015 and your product's name is RCRockhopper, then option 1 above would be RCRockhopper_Spec_2015.

Empty product slots will appear after three years, these allow you to develop new bikes.



For empty product slots you have two choices:

- Launch a new product
Select the segment that you would like to enter, then select the design you wish to launch and press the apply button.
- Do nothing this year (the product slot will still be available to you the following year).

Distribution and Branding

This can be found under the Distribution and Branding menu.

Here you can enter your retailer margin and sales promotion support budgets for each retail channel. The number of stores in each channel that decide to stock your products will depend on the retail price, margin, unit sales history, and sales promotion support offered.

Extra Support is funding a promotion campaign to encourage retailers to stock and promote your bikes. Extra support is useful for achieving a short term boost in distribution coverage, e.g. to coincide with a new product launch. The Retailer Margin indicates the percentage of a product's retail selling price that the retailer receives as commission for selling that product. The number of retailers that choose to stock your product is partly due to the absolute amount of money that they gain from selling your product.

Consumers in the bicycle market can choose to purchase your products at one of three categories of retailer - bikes shops, sports stores and discount stores. The proportion of consumers purchasing from each retailer (by market segment) is given in the Distribution Summary Report found under the Market Research menu.

Production Flexibility

Your MikesBikes-Intro scenario **may** have 10% Production Flexibility built in.

To check, see *Market Research → Other information Report*. If your scenario has Production Flexibility activated, you will see a +/- 10% next to "Production Volumes flex according to demand". A figure here of zero indicates no Production Flexibility.

If activated, this means that your production figures become a target, and your factory can adjust production up or down by up to 10% to try to meet actual demand (assuming sufficient spare capacity). This reduces the impact of poor production planning decisions and reduces the likelihood that your Firm will become bankrupt.

For example: If you planned to produce 20,000 units of a bike then actual production could flex between 18,000 and 22,000 units to meet actual demand (again, provided you don't hit any capacity constraints).

View the Products - Sales, Margin, Production report under Key Reports to compare Planned vs Actual production.

FAQs

Help! My Decisions aren't being saved!

- Make sure you always click the Apply or OK button after changing a decision
- Always check the Current Decisions report after entering your decisions to make sure you haven't missed anything.
- Make sure you are entering your decisions in the right place. Eg. If you are using the Single-Player, your Multi-Player decisions will not be updated. Similarly if you are using Offline Mode, your Multi-Player decisions will not be updated.

Someone keeps changing my decisions! (Multi-Player)

- Remember that you probably have 2-5 people assigned to your Multi-Player firm, and any one of them can log in and update the decisions. You should discuss with your team members who is responsible for actually updating your team's decisions to avoid confusion.
- Check if Production Flexibility is enabled for your simulation (see above)

If you experience any other difficulties, feel free to contact the Smartsims Support Team:

Email: help@smartsims.com

Website: www.smartsims.com