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0. Identify the Problem

- Customers often face the need to accelerate the process of instore check outs, and although there are many implementation on how to have an efficient way of doing those process need a faster and more in detailed process with the products that are going to be purchased to the customers.

1. Capture the current state of the situation.

- Customers spend an insignificant amount of time trying to complete their purchase instore.
- Normal cashiers and self check outs are still time consuming.

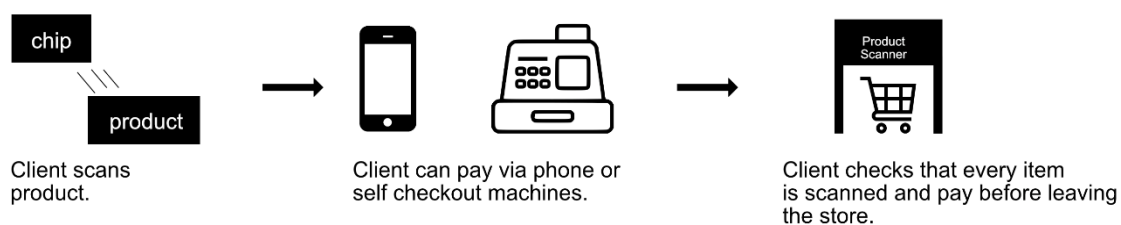
2. Conduct a root cause analysis.

- For normal cashiers: they have to be as quick as they can to scan and fulfill the orders for the customer satisfaction and sometimes, they might face exhaustion meaning that they will reduce their quickness due to energy.
- For self checkouts: the method is really efficient when you have a small amount of products, but when the customer reaches a certain amount of products the amount of time they take scanning, paying and understanding the machine will slow down the pace of the checkout line.

3. Think through your countermeasures.

- Create a system that use “chips” or “cards” that can help the customers scan each item that they select and see what is the current price and products that they will buy. They can have the ability to purchase their “scanned” items via phone or at a self check out machines only by scanning their “card” or “chip”. To prevent non scanned items from leaving the area, the store must have a scanner that will detect which item is not scanned.

4. Define your target state.



5. Develop a plan for implementation.

- Hire a software engineering to set the scanners compatible with the barcodes and the machines. Also, they must create the system for the mobile app or website.
- Buy the chips, machines and other services.
- Create tutorials that will be displayed with paper, in the app and in the self-checkout machines. Also have personnel helping customers.

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6. Develop a follow up plan with predicted outcomes.

- Gather the data of the time a customer takes to purchase a certain number of products prior and post the software is implemented and see which one is more efficient.
- Sale must increase do to the amount of quickness this system might create.

7. Get on board.

- Inform staff about the new changes to the store before implementation.

8. Evaluate results.

- Take in consideration how long a client takes to fulfill their order, use feedback from them through the app. Make sure that any age is being benefit by this implementation.