

## Improvement Plan for Decision Making

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### Problem Statement

The guest spending on food vendors in the amusement park recently dropped due to related distance and policy changes. As food sales are a large portion of revenues for the park, the support team is required to provide an improvement plan.

### Design of Experiment Technique(DOE)

**The distance to the food courts** was identify as main problem in form of 45%

**Experiment Objective:** collect the distance apart from the visitor. Make a new location which is near the visitor's zone for quick approach, and remove the fences which may cause delay.

**Output Response:** reduce the distance from food courts to visitor zone, and eliminate fence disrupt factor

#### Input Factor:

- The original distance was too far
- The fence is block, require them more time for meal time

#### Input Factor Level

- Number of meters
- Length

### Execution Phase

**The experiment design and sample size:** the experiment will require sample size consist measure the distance and size of fences to be removed

#### Collect the data:

1. The length of distance
2. The size of fences which is 500kgs

#### Analyze the data:

- ☐ After the analysis it turned out need customer to walk 5 min additionally
- ☐ The size of fences before the food courts was 500 kgs and with a height 2 m tall.

### **Draw Statistical and Practical Conclusion**

1. The walking distance was too long and take a time for customer stopped
2. The fences are obstructing the path and take additional 25 min to walk around it

### **Translate the conclusions into practical terms**

1. Move the food courts area near the visitor zone
2. Remove the barriers fences make more room for food courts area
3. Build a sign for visitors to know the direction to food courts area

## **Lean**

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- ☐ Increase the revenue of food court
- ☐ Increase the customer satisfaction

## **Six Sigma**

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**Define:** recent drop in guest spending on food courts area

**Measure:** the distance problem and presence of fence was main issue

**Analyze:** reduce distance and remove fence

**Improve:**

1. Make the food courts area near the visitor's zone
2. Remove the fence and reduce obstruct factor

**Control:**

1. Implemented the solution by change the food court location
2. Monitored new result to examine if there is increase in revenue
3. Get feedback to improve customer satisfaction by gather more suggestion from customer
4. Make continue improvement