

csce190 affinity diagrams git - Yc

My Drive - Google Drive

Affinity Diagram - Google Jambo

how to screenshot on windows -

jamboard.google.com/d/1X1eiXKekY5JVfPFPDcP0BKz6EJadsvGnP1xr0YsdEPQ/viewer

Affinity Diagram

1/2

SHARE

Background

Clear frame

Factors		Problems		Solutions		Requirements	
Cashier speed	No alternatives for not using the line	Shortage of open Registers for customers to checkout	Disorganized Stores can lead to Disoriented lines	Measure weight of cart in line	Provide variations in lines based upon number of items	Costs of implementing changes	Ensuring customers are using the right lanes based upon the number of their items
Size and weight of items	Location of the store	Store was Overcrowded	Policies for Covid-19 slowing down the lines	Track line length	Add in a self checkout with supervision	A reliable management crew to keep cashiers in order	No customer should be allowed to reserve a position in line
Total item count	Prices of Items	Poor Service Recovery	Policies for Covid-19 that allows only a few number of customers in store	Provide more common and better training for cashiers	Add alternative ways to pick up groceries such as online and delivery	Establishing a delivery service	Customer's can't use others membership cards
# of customers in line	Sales, Discounts, and Promotions	Long wait times and response times	Customers going over budget and buying lots of things which isn't necessary for them	Track average time per item	Adding a method for customers to order groceries in advance and pick them up in a set location in the store	Programming Costco's website with online ordering and pickup abilities	No customer should be able to buy items in bulk except for business owners
Number of available cashiers	Generate positive online reviews.	Unreasonable payments and unexplained charges	Large, heavy, and bulky items slowing the lines	Advise item placement	Provide alternate ways for larger, heavier items to be scanned	Ensuring through security and other means that customers aren't stealing at self checkout	No cash should be allowed due to covid-19

Type here to search

8:26 PM 9/21/2020