

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

