**LONG LINEUPS at McDonald’s – CAUSE AND EFFECT DIAGRAM**

**External environment**

* Social distance guidelines
* Sunny weather
* Too much snow in drive-through lane
* Festival in the neighbourhood

**Internal processes**

* Space management (Covid-related)
* Technology not working

People

* Customers don’t know what to order
* Understaffed
* Long order
* New staff
* User errors
* Users changing orders
* Karen fighting for a refund
* Customers fighting

Hardware

* POP not working/glitching
* Order stations not functioning
* Headphones for drive-through staff not working
* Toasters down
* Coffee machines down
* Ice cream machine down
* Fryers down
* Grill station busted
* Egg cooker out of order
* Coupon scanners not working