

HCI ASSIGNMENT

IMPLEMENTATION OF POKA-YOKA TECHNIQUE ON FOOD-PANDA

Here are some ways that Foodpanda could implement poka yoke principles:

1. **Clear and easy-to-understand menus:** One of the most common sources of errors in food delivery services is incorrect or unclear menus. Foodpanda could work with its restaurant partners to ensure that their menus are clear, accurate, and easy to navigate. This could include using pictures or graphics to illustrate menu items, providing detailed descriptions of dishes, and making sure that the prices are clearly listed.
2. **Standardization of orders:** Another way that Foodpanda could reduce errors is by standardizing the ordering process. This could involve providing customers with a checklist of options or ingredients to choose from, ensuring that all orders are placed through the same system, and requiring customers to confirm their orders before they are processed.
3. **Quality control checks:** Foodpanda could also implement quality control checks to ensure that orders are correct and complete before they are sent out for delivery. This could involve having a staff member check each order before it is handed over to the delivery person, or using technology such as barcode scanning to confirm that all items have been included in the order.
4. **Real-time tracking and communication:** Finally, Foodpanda could improve the customer experience by providing real-time tracking and communication throughout the delivery process. This could include sending updates to customers about the status of their order, providing an estimated delivery time, and allowing customers to contact the delivery person directly if there are any issues or concerns. By implementing these poka yoke principles, Foodpanda could improve the accuracy and efficiency of its food delivery service, and provide a better experience for its customers.