



1. BottleNecks

The role of the data clerk with updating the database is not needed. All of the job entering and data entry is done by the operator. Having both roles doing data entry and having to mail the database can lead to bottlenecking issue.

2. Manual Steps

The operator currently has to enter customer call data into the database manually. Having technology handle this such as allowing customer to input their own order data can help streamline this process.

3. Paper Records

When the driver weights the junk they issue a paper weight ticket. If a customer pays with cash or cheque the driver has to find the ticket and then issue them the ticket for payment

4. Segregation of Duties Violation

Currently the driver records and also reports the transactions that they do throughout the day. They should not ability to recording and reporting the transaction.

5. Data Duplication

There is two groups who are doing the same job AM and PM operators. Each group has their own separate information that has to be transition between the two group. This can lead PM operators to add the same information that AM operator added without ever knowing it was done.