To: P. Roni

From: Pouria Pazhouhesh

Date: November 3, 2023

Subject: Flow Chart Analysis of Pizza Order Process

Hi Roni,

Processing orders and payment is one of the most essential processes of every business, especially those involved with services. I discovered some weak points in the information recording procedure and the finance section by examining the current pizza order process.
I use flowchart symbols to represent each step in the process. Use ovals to show the beginning or the ending of a process, rectangles to show an action or activity that needs to be done, and diamonds to show decision points. By Determining the scope of the process and the people involved, I found some poorly defined steps, cost-added steps, and unnecessary work loop steps. For the proposed flow chart, I tried to combine some steps to reduce the number of piles and remove the complexities from the process.

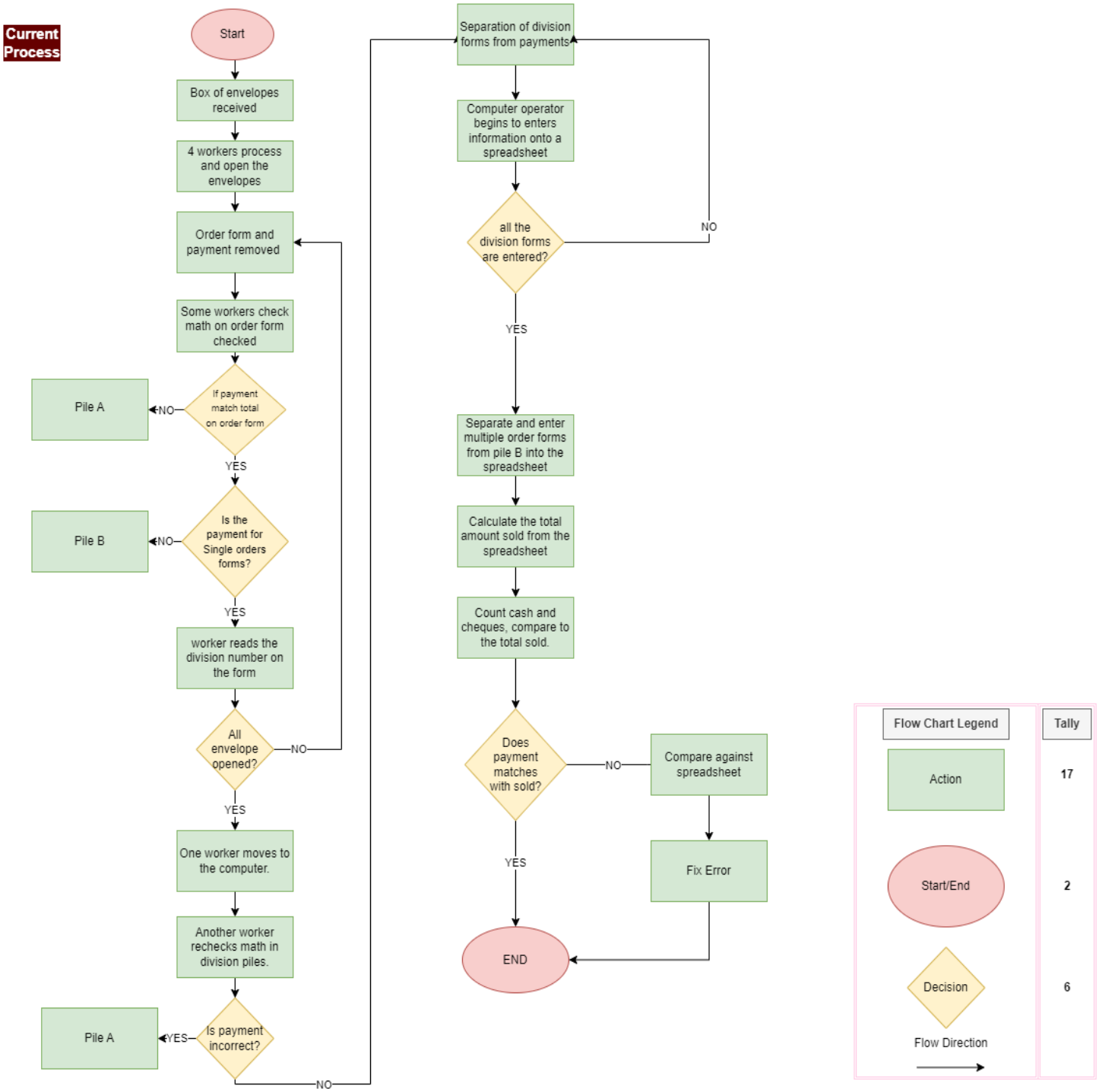
Multistep processes to recheck some procedures are suitable for the business, but they're also one of the main reasons people make mistakes and get confused. To improve the order process flow, I removed pile B, which was for multi-order payment, by combining piles A and B into one pile for forms and payments that need to be corrected. Also, set all workers to check the math process, and the rework section was eliminated. As a result, the company can reduce fixed costs and simplify the order process.

In the following table, I compared action and decision between these two flow chart processes:

Flow Chart / Symbols	**Action**	**Decision**
Current	17	6
Proposed	11	3

As I mentioned, by decreasing the action and decision-making process, we can simplify and avoid rework costs of the procedure.

In conclusion, I hope my proposed flow chart and suggestion can help your business maximize its efficiency and profit.


Current Process
Start
Box of envelopes received
4 workers process and open the envelopes
Order form and payment removed
Some workers check math on order form checked
If payment match total on order form
NO
Pile A
YES
Is the payment for Single orders forms?
NO
Pile B
YES
worker reads the division number on the form
All envelope opened?
NO
YES
One worker moves to the computer.
Another worker rechecks math in division piles.
Is payment incorrect?
YES
Pile A
NO
Separation of division forms from payments
Computer operator begins to enters information onto a spreadsheet
all the division forms are entered?
NO
YES
Separate and enter multiple order forms from pile B into the spreadsheet
Calculate the total amount sold from the spreadsheet
Count cash and cheques, compare to the total sold.
Does payment matches with sold?
NO
Compare against spreadsheet
Fix Error
YES
END
Flow Chart Legend
Tally
Action
17
Start/End
2
Decision
6
Flow Direction

Proposed Process