Mama Mia Pizzeria Findings

There are several interesting findings which can be gathered from our process analysis. The average throughput from start to finish among all variants is 41 minutes. To understand why and when customers are having poor experiences, It helps to understand what is driving this throughput average to be as high as it is.

It turns out that logistically, there is no discernable difference between a delivery order and an in-person order. Indeed for in-person orders, the average throughput from start to finish is 13 minutes, while for delivery orders, the average throughput from baking pizza to customer payment (which includes the time it takes to deliver) is 30 minutes. Since the total throughput from start to finish for delivery orders is 42 minutes, it follows that the time it takes to do everything except delivery is 12 minutes, which is about the same as for in-person orders.

On the other hand, there is an interesting trend when examining the third variant: some orders by phone result in a case where preparing pizza follows “baking pizza ready,” as opposed to the “plan route” step. Conceivably this may have something to do with mistakes in orders, or changes to orders between the time the pizza is being prepared and the pizza finishes baking. At the same time, when observing this phenomenon with the conformance checking page, one can see that cases in variant three typically have customer satisfaction from 0 to 2. A high volume of these cases occurred in March of 2018, so it may be worth further investigating issues that may have played a role in disrupting the pizza making process.