



S & A Hot Dogs VSM Analysis Exercise



	Process step	Data for average day	T/O* Time per Order (secs)				Activity Value		
			Total	Sasha	Andy	none	VAT	NVAT	WT
1	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board.	60 sec spent taking customer order 50 customers per day Average order is for 2 dog/fruit/beverage combos	60	60			60		
2	Order on Order-in Board	Order-in spends 30 sec on board	30			30			30
3	Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill.	Average time Andy spends cooking a hot dog is 50 sec.	110		110		100	10	
4	Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container.	Takes 20 sec per dog, about half the time spent adding fruit and putting in serving container.	44		44		40	4	
5	If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3.	10 sec per dog	22		22			22	
6	Order sits on counter for Sasha	Order spends 30 sec on counter	33			33			33
7	Sasha checks the order	10 sec per order 10% of the orders returned to Andy	11	11				11	
8	Sasha adds beverage	10 sec per order	10	10			10		
9	Sasha calls customer to stand, delivers order and chats a bit	30 sec per customer	30	30			30		
10	Andy sets up his work area, keeping it clean and stocked	10 min each hour	48	48				48	
11	Sasha fills up condiments, keeps serving counter clean, and bags trash	10 min each hour	48		48			48	
Totals			446	159	224	63	240	143	63

* T/O = Time per order in seconds. Include rework time.