

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
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		
Order on Order-in Board	Order-in spends 30 sec on board	30			30			30
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	
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	
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	
Order sits on counter for Sasha	Order spends 30 sec on counter	33			33			33
Sasha checks the order	10 sec per order 10% of the orders returned to Andy	11	11				11	
Sasha adds beverage	10 sec per order	10	10			10		
Sasha calls customer to stand, delivers order and chats a bit	30 sec per customer	30	30			30		
Andy sets up his work area, keeping it clean and stocked	10 min each hour	48	48				48	
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
	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha checks the order Sasha adds beverage Sasha calls customer to stand, delivers order and chats a bit Andy sets up his work area, keeping it clean and stocked Sasha fills up condiments, keeps serving counter clean,	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha checks the order Sasha calls customer to stand, delivers order and chats a bit Andy sets up his work area, keeping it clean and bags trash 60 sec spent taking customer order 50 customers per day Average order is for 2 dog/fruit/beverage combos Order-in spends 30 sec on board Average time Andy spends cooking a hot dog is 50 sec. Takes 20 sec per dog, about half the time spent adding fruit and putting in serving container. 10 sec per dog Order spends 30 sec on counter 10 sec per order	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha checks the order Sasha adds beverage Sasha calls customer to stand, delivers order and chats a bit Andy sets up his work area, keeping it clean and stocked Sasha fills up condiments, keeps serving counter clean, and bags trash Order sits on counter clean, and stocked Average time Andy spends cooking a hot dog is 50 sec. 110 Average time Andy spends c	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha adds beverage Sasha calls customer to stand, delivers order and chats a bit Andy sets up his work area, keeping it clean and stocked Sasha fills up condiments, keeps serving counter clean, and bags trash 60 sec spent taking customer order 50 customers per day Average order is for 2 dog/fruit/beverage combos Order spends 30 sec on board Average time Andy spends cooking a hot dog is 50 sec. 110 Average time Andy spends cooking a hot dog is 50 sec. 110 110 111 110 111 110 110 1	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sist on counter for Sasha Sasha adds beverage Sasha adds beverage Sasha calls customer to stand, delivers order and chats a bit Andy sets up his work area, keeping it clean and stocked Sasha fills up condiments, keeps serving counter clean, and bags trash 60 sec spent taking customer order 50 customers of 44 Average fire for 2 dog/fruit/beverage combos Order-in spends 30 sec on board Average time Andy spends cooking a hot dog is 50 sec. 110 110 110 110 1110	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Order-in spends 30 sec on board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha adds beverage Sasha calls customer to stand, delivers order and stocked Sasha fills up condiments, keeps serving contents, keeps serving counter clean, and bags trash One of ose spent taking customer order 50 customer order so sespent taking customer order of 30 sec spent day and sustomer order 50 customer spend ay 40 dog/fruit/beverage combos Order is for 2 dog/fruit/beverage combos Order-in spends 30 sec on board Average time Andy spends cooking a hot dog is 50 sec. 110 110 110 110 110 110 111	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, & puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha adds beverage 10 sec per order 10% of the orders returned to Andy Sasha adds beverage 10 sec per order 10 sec per o	Sasha takes orders, collects the money, and chats with the walk up customers. Tacks onto order-in board. Order on Order-in Board Andy gets order from board. If dogs are ready, Andy starts to fill order. Otherwise he adds more dogs to the grill. Andy puts dog in bun, wraps it in foil, adds fruit of choice, 8 puts in serving container. If order isn't complete, Andy repeats steps 4. Otherwise he puts order onto counter and returns to step 3. Order sits on counter for Sasha Sasha checks the order Sasha calls customer to stand, delivers order and stocked Sasha fills up condiments, keeps serving containents, keeps serving container characteristics of counter dean, and backed sasha fills up condiments, keeps serving containents, keeps serving container characteristics of counter dean, and backed sasha fills up condiments, keeps serving counter clean, and so calcal characteristics of counter dean counter so counter of counter serving counter clean, and so calcal characteristics of counter serving counter c

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

