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# The solutions for Hot Dog Process



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# Improvement Brainstorm

*Sasha*



*Andy*

- **Help Sasha and Andy figure what to improve**
  - How can utilization be improved?
  - How can cycle time be reduced?
  - What has to be done to serve 75 customers?
  - What has to be done to serve 100 customers?

# Q1- How can utilization be improved



Track **time** effectively- Andy and Sacha should be monitoring and recording their activities throughout the day in the same way



Set goals



Eliminate all **non-value-added** activities

# Q2- How can **cycle time** be reduced



Automate **order** management- placing and receiving orders through a restaurant application or a self-service food ordering kiosk. Customer will be able to check out menu, place order and pay in one place which will reduce Sacha activity and order will be immediately printed for preparation which will facilitate Andy work in addition to reduction of wait time.



**Reduce the portfolio of products**- reducing the variety of **beverage** and fresh fruit offered. A **smaller menu** can help streamline and improve the ordering process and service. It also helps Andy and Sacha really focus on what they do best, hot dogs.



*Prepare work in* advance: preparing hot dogs **ahead of** time. By recording receipts, Andy and Sacha can **conduct** sales forecasts and improve their planning. Therefore, they can start cooking dogs before customer orders receipt.

# Q3- What has to be done to serve 75 customers



**Make production plan-** The target is to serve 75 customers, so they can forecast customer demand according to previous data to make sure the transmission of customer demand information into plan, and prepare suitable materials in advance.



**Quality control-** Quality stabilization ensures the stability of quality in the manufacturing process. Only when the production is stable and high-quality, can the streamlining of production be realized, and the production leveling and subsequent supplemental production be possible. In this case, so that they can reduce rework time.



**Reduce switching time-** There is an "add beverage" process made by sasha in the map, they can transform the work of "add beverage" to customers, they can organize a "beverage self-service" table so that customers can add beverage by themselves after receiving the hot dog product.

# Q4- What has to be done to serve 100 customers

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**Introduce external resource-** The customers will not come averagely during the day. The meal time will become the peak of the production. To ensure the normal operation and to avoid beyond production capacity, they can hire an hourly worker at the busiest period.



**Automatic production-** To balance the quality of food and service while improving serving capacity, they can choose to update the equipment like cooking tools, the system of remote order to get rid of some uncontrol elements.