

Department of Creative Technology

Course Code

SE420

Subject

Business Process Engineering

Instructor:

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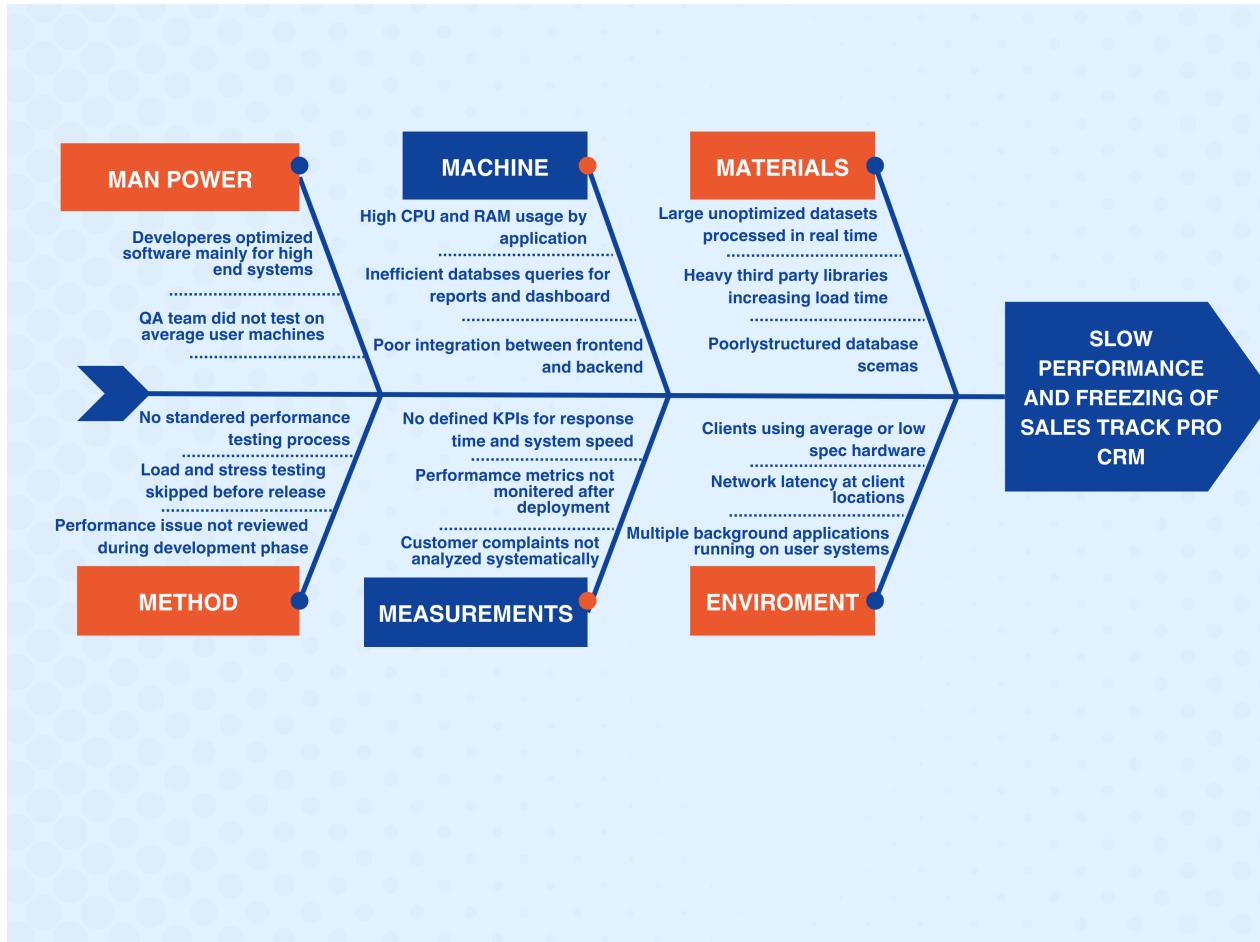
Reg No: 221854

Section: BSSE-VII-B

Assignment no: 03

Question 1:

Scenario: Identify the problem from the given scenario. Create a Fishbone Diagram with at least 4 categories (e.g., People, Process, Technology, Environment).



Question 2:

Apply the PDCA (Plan–Do–Check–Act) Cycle to solve the issue in the given scenario.

Iteration 1

PLAN

Problems Identified:

- Delivery delays
- Food delivered cold
- Incorrect orders

Objectives:

- Faster deliveries
- Maintain food temperature
- Minimize order mistakes

Solutions Proposed:

- Improve delivery route planning
- Introduce thermal delivery bags
- Order verification before dispatch

DO

- Basic GPS routing implemented
- Thermal bags provided to riders
- Staff trained to verify orders

CHECK

- Slight improvement in delivery time
- Reduced order errors
- Cold food still an issue for long distances

ACT

- Standardize order checking
- Start second improvement cycle

Iteration 2

PLAN

- Rider shortage at peak times
- Heat loss during long deliveries

DO

- Hire temporary riders
- Introduce heat-preserving packaging
- Assign riders based on zones

CHECK

- Better on-time delivery rate
- Food arrives warm
- Fewer customer complaints

ACT

- Make changes permanent
- Monitor performance continuously