Individual Assignment – Process Modeling for Week 3

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Using Microsoft® PowerPoint®, Microsoft® Word, or a drawing program of your choice, **draw**a diagram/model of a business process with which you are familiar.

**Write**a 1- to 3-page paper that describes the business process.

**Describe** the diagram/model.

**Propose** improvements to the business process.

**Draw** a revised process diagram/model that reflects the improved business process.

A close up of a logo

Description generated with high confidence**Format** your paper according to APA guidelines.

Process: Store Cleanliness at Starbucks

How it works: Corporate defines cleanliness standards

Standards are catalogued and made available to store managers

Store Managers train Shift Supervisors on cleanliness standards and how to assign cleaning tasks

Shift Supervisors assign cleaning cards and oversee cleaning tasks

Baristas complete tasks using assigned cleaning cards three times a day

Shift Supervisors check cleanliness and move completed cards into completed section of the organizer

The way Starbucks ensures adherence to their cleanliness standards allows for little to no personal responsibility for failed tasks, and should include measures that keep baristas and their supervisors accountable for their actions. With that being said, the amount of cleaning required for a food service establishment like Starbucks is extensive and with their labor being cut all over the place, baristas are having more and more trouble completing the high volume of cleaning tasks with their current staffing levels. If Starbucks wishes to continue focusing on providing excellent customer service, fast drive through times, and a quality dining experience they need to change their standards to more realistically staff their stores, and hold baristas accountable for their work.

Currently the system is broken down into a series of cards, 12 of them, which each describe a different part of the store that needs to be cleaned. Baristas are each assigned 2-3 cards and are then expected to clean that portion of the store when business is slower and there is opportunity to clean. Once the tasks on the card have been completed, the supervisor checks that the assigned areas have been adequately cleaned and then moves the completed card into a ‘completed’ section of the card organizer. There are three copies of each card, each for a different part of the day: AM, Mid, and PM, and each of these needs to be completed for each part of the day before any other cleaning tasks can be assigned. The issue with this system is that Shift Supervisors are often so busy with other tasks they need to perform that they do not have time to individually check that each card has been completed properly. Additionally, short staffing makes Baristas struggle to complete their cleaning tasks while also bearing the heavy burden of morning, lunch, and dinner-time rushes. This makes Baristas and their supervisors unaccountable for not completing tasks, and means that the whole system is not working the way it is supposed to.

I propose that Starbucks set more realistic expectations of cleaning tasks that can be checked near the end of the day by a supervisor, and then hold the Baristas accountable for incomplete actions once they fail an inspection. In addition, I think increased staffing is absolutely needed in order to ensure such a high level of store cleanliness; there are simply not enough people to do all of the work that needs to be done. With increased accountability and higher staffing levels, I think that Starbucks will end their struggle to adhere to their strict standards of cleanliness.