

Topic: Local College Cafeteria Traffic Alleviation		Author: Yarelis Trinidad Flores	Date: January 30, 2023
<p>Problem Background</p> <ul style="list-style-type: none">A typical person should have at least 20 minutes to eat since they sit down in order to digest the food and be able to pay attention in class or work. (link)Many students in the local campus are on a rush between classes and should save as much time as they can in the process of eating lunch. This could also apply to the employees and professors.In the local campus cafeteria, at typical lunch hours (10:30a.m. – 1:00p.m) people conglomerate to have lunch, but since the cafeteria is quite small, the process can be quite slow and sometimes it takes too much time to wait in the line for the foodBecause they don't know the menu, consumers only have a few seconds to choose what they want to eat, and to the waiting time they also wait in another line to pay for the food.		<p>Countermeasures:</p> <p>Customers can choose between ordering and paying at the moment or doing so beforehand through an online platform.</p> <ol style="list-style-type: none">The platform will allow users to know which menu the cafeteria plans to serve the next day, so they can order it beforehand the next day.If it's too early, the user can indicate at which hour he/she plans to take the food out, so the personnel can prepare and have their food ready at a reasonable in time.If ordered and paid online on high demand hours, user must order with at least 10 minutes of anticipation, because there will be many orders.Users are able to react to the menu, to give a rough idea of how many will order what food.There will be an actual limit to the orders in case that it surpasses the amount of food they've actually made for the specific menu	
<p>Target</p> <ul style="list-style-type: none">The goal is for the regular cafeteria customers to have an idea of the menu that will be available the next day, besides an additional option when buying lunch in campus. This way they can have more time to eat and digest the food. The flow of people inside the cafeteria should be lighter.Target area: Campus CafeteriaTarget subject: Students, Professors and University personal that frequents the cafeteria.		<p>Check/Evaluate</p> <ul style="list-style-type: none">Success will be measured by how many orders they can take from the platform, as well as the user ratings and answers to short questionaries.The growth of the platform should be an indicator about whether customers prefer/like/ use the platform.	
<p>Causes</p>		<p>Act/Standardize</p> <ul style="list-style-type: none">By monitoring how many orders and the time frames when they come, the platform can make sure it continues to work, and how many personnel should be dedicated to ensuring an effective service.This platform could extend to any other cafeteria that experiments the same problem.The platform could also extend to inform about any other local university associations that have events related to selling food, so that people have an idea of what other eating options they have that day.	