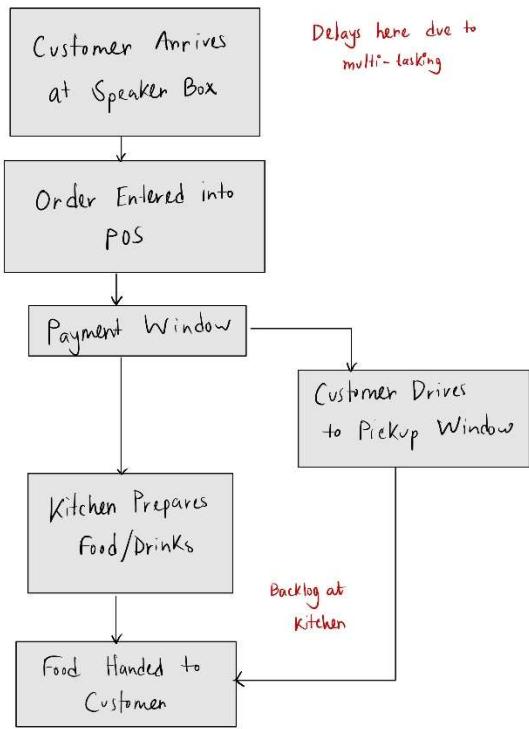
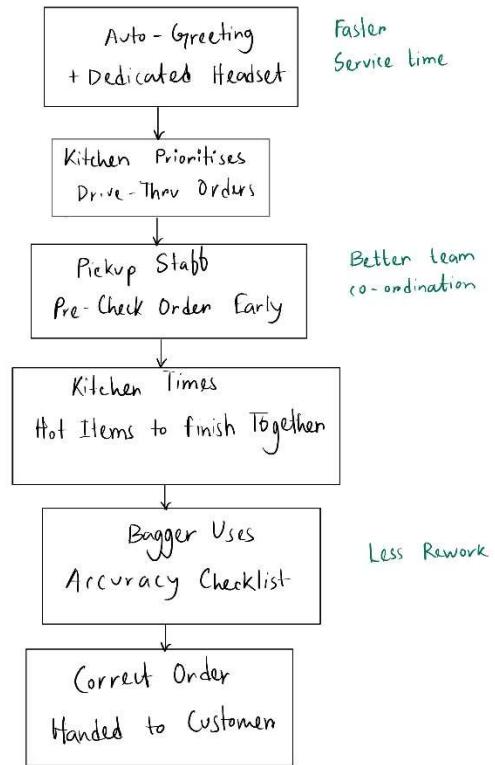


Process Mapping Mini Portfolio

AS-IS DRIVE THRU PROCESS
(CURRENT STATE)



TO-BE DRIVE THRU PROCESS
(IMPROVED)



AS-IS Drive Thru Process (Current State)

Customer arrives – Order taken – POS entry – Kitchen receives order – Payment Window – Pickup Window – Food Prepared – Order assembled – Customer receives food.

Key Issues:

- Delays at order-taking due to multitasking
- Backlog in kitchen during peak hours
- Inaccurate orders requiring rework
- Slow handovers between stations

TO-BE Drive-Thru Process (Improved)

Auto-greeting – Dedicated headset operator – Faster POS entry – Kitchen prioritises drive-thru orders – Payment handled efficiently – Pickup staff pre-check early – Timed hot item completion – Accuracy checklist – Faster, accurate handover

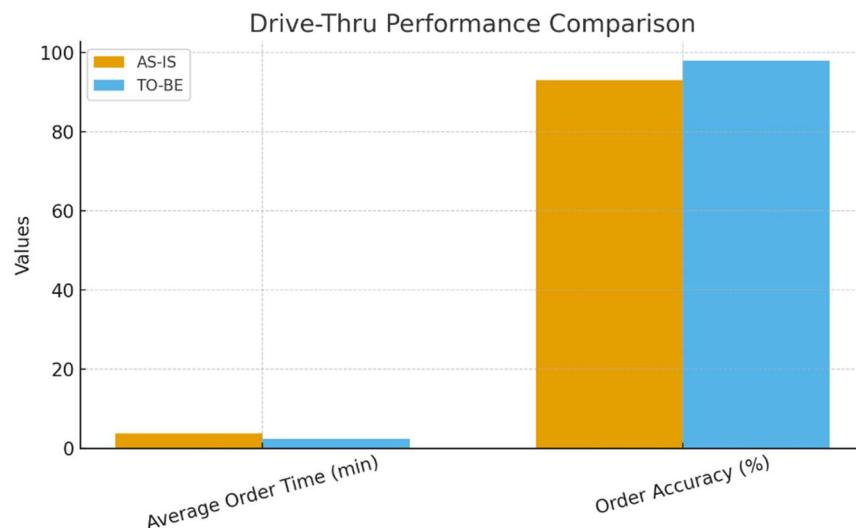
Benefits:

- Faster service time
- Improved accuracy
- Better team coordination
- Reduced rework

Mini Analysis Table (Before vs After Improvements)

Metric	AS-IS (Current)	TO-BE (Improved)	Impact
Average Order Time	3.5-4.0 minutes	2.2-2.6 minutes	Faster service Time
Order Accuracy	92-94%	97-99%	Fewer errors and less rework
Kitchen Bottlenecks	High During Peak	Reduced due to priority tags and timing	Smoother workflow
Staff Multitasking Level	High	Lower (dedicated headset and payment roles)	Better team coordination
Customer Wait at Speaker B	Frequent delays	Auto-greeting reduces waiting	Improved customer Experience
Rework/Remakes	Moderate	Low (accuracy checklist)	Higher efficiency

Drive-Thru Performance Comparison



Process Analysis Summary

The current drive-thru process shows delays caused by multitasking at the order-taking stage, inconsistent communication between POS and kitchen, and bottlenecks in bagging when items are missing. These issues lead to slower service times and higher chances of order errors. The improved process introduces dedicated roles, structured communication, and early order pre-checks to reduce wait times and prevent rework. By prioritising drive-thru orders and timing hot items to finish together, kitchen flow becomes smoother and more predictable. Together, these changes create a faster, more accurate and team-aligned workflow that enhances both customer experience and operational efficiency.