



Wendy's – Business Re-engineering

AS-IS PROCESS

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Process

- Waiting line of customers
- Maintaining cleanliness
- Maintaining Quality of the food served
- Hiring best employees
- Reducing crime rate

Why did we choose Wendy's?

- At Chicago, inspectors **found dead rodent** decomposing on a rat trap
- An inspector in Texas found a **worm in a Wendy's salad**, food debris and litter under and around equipment.
- The Wendy's massacre was a **mass murder** that took place in a Wendy's fast-food restaurant at New York City. Seven employees were shot in the head and five of them died.
- Fast-food workers are paid so little. Often, the **robber is a friend of an employee or an employee himself**
- Sit-down restaurants had **0.8 assaults** per 10,000 employees in 2009, fast-food joints had **1.8**
- Wendy's being the most popular fast food chain in NJ, there are several branches that are busy. **Customers are lined up** outside the store.

STEEPLE Factors

Social Factors:

- Lifestyle changes – Need for changes in the service and there could be increase in the demand.
- Crime rate in the society
- Education level of employees

Economic Factors:

- Employees demanding raise in the pay, this could result in a drastic hit to fast food company profits.
- Hike in the rate of key ingredients, the menu price for customers would also increase.

Legal Factors:

- Employment law - dictates how companies' employees should be hired.
- Minimum wage laws - can limit the various employment possibilities a company can offer.

Environmental Factors:

- Climate changes, increase in pollution would affect the quality of the food served.
- The availability of non-renewable goods, especially popular ones like oil or natural gas, can vastly change the market.

Major Stakeholders

Owner:

Creating and environment leading to successful projects with quality assurance, completion on time and maintain the costs within the budget

Staff/Manager:

Ensures that the work is done according to the plan and policies and standard quality to meet the mission statement that are usually set by the higher authorities.

Supplier:

Ensures that the quality food items are delivered on time.

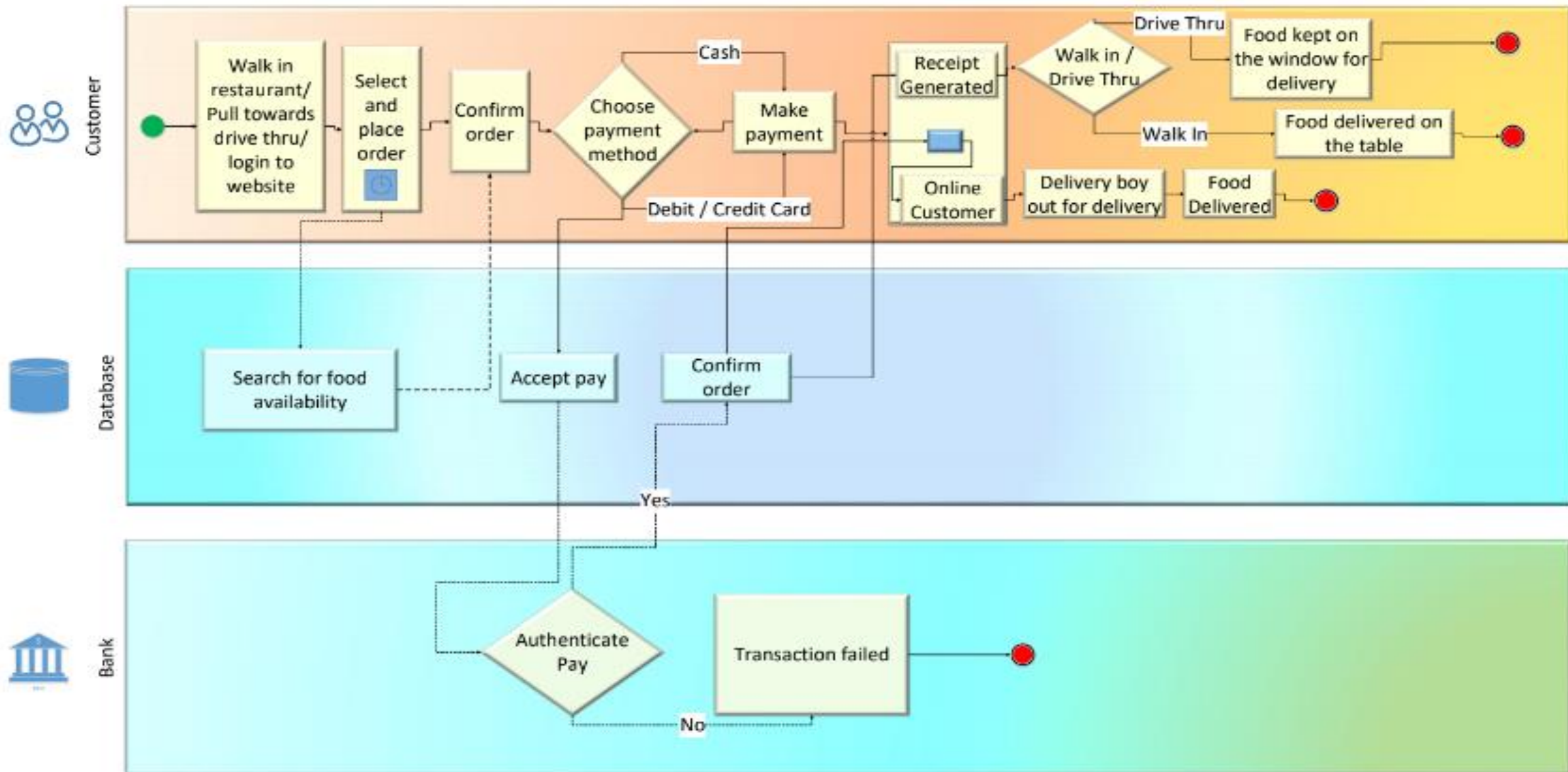
Customer:

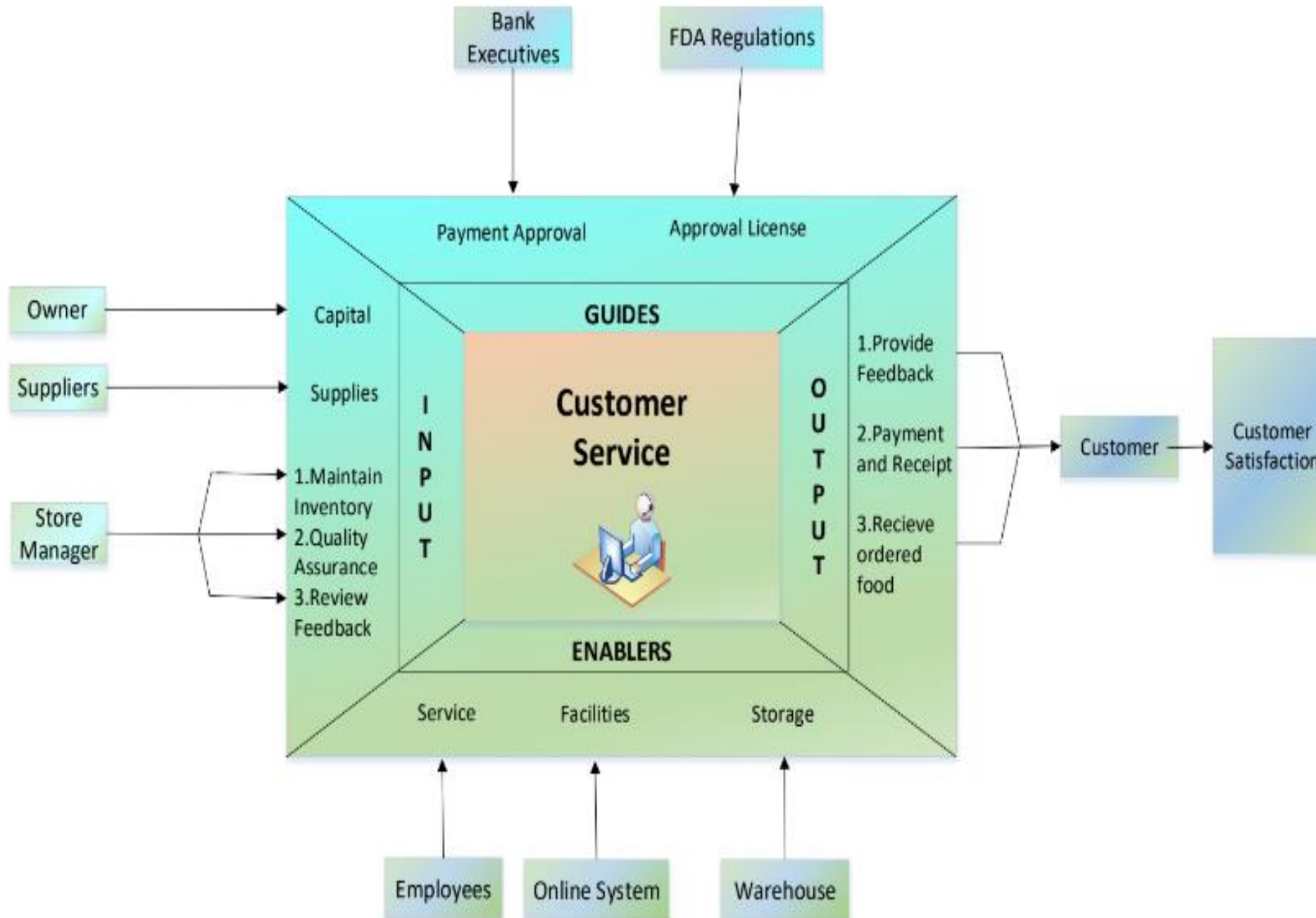
They are the main stakeholders who must be fulfilled with quality service and expectations.

Bank:

Ensures that the transaction process is done systematically without creating any errors.

As – Is BPM Diagram





PROJECT SCOPE DIAGRAM

Factors contributing to Problems or Opportunities

Waiting Lines – Busy
Highway or City

Cleanliness –
Ignorance

Quality of food –Lack
of quality check
process

Bad hospitality from
Employees -
Uneducated/less paid
employees

Crime – Crime prone
areas

Opportunity/Problems in AS-IS Process

The most common problem faced in this fast food chain are:

Waiting lines: Stores present on busy highways have huge waiting lines even for small bites which is very annoying to customers.

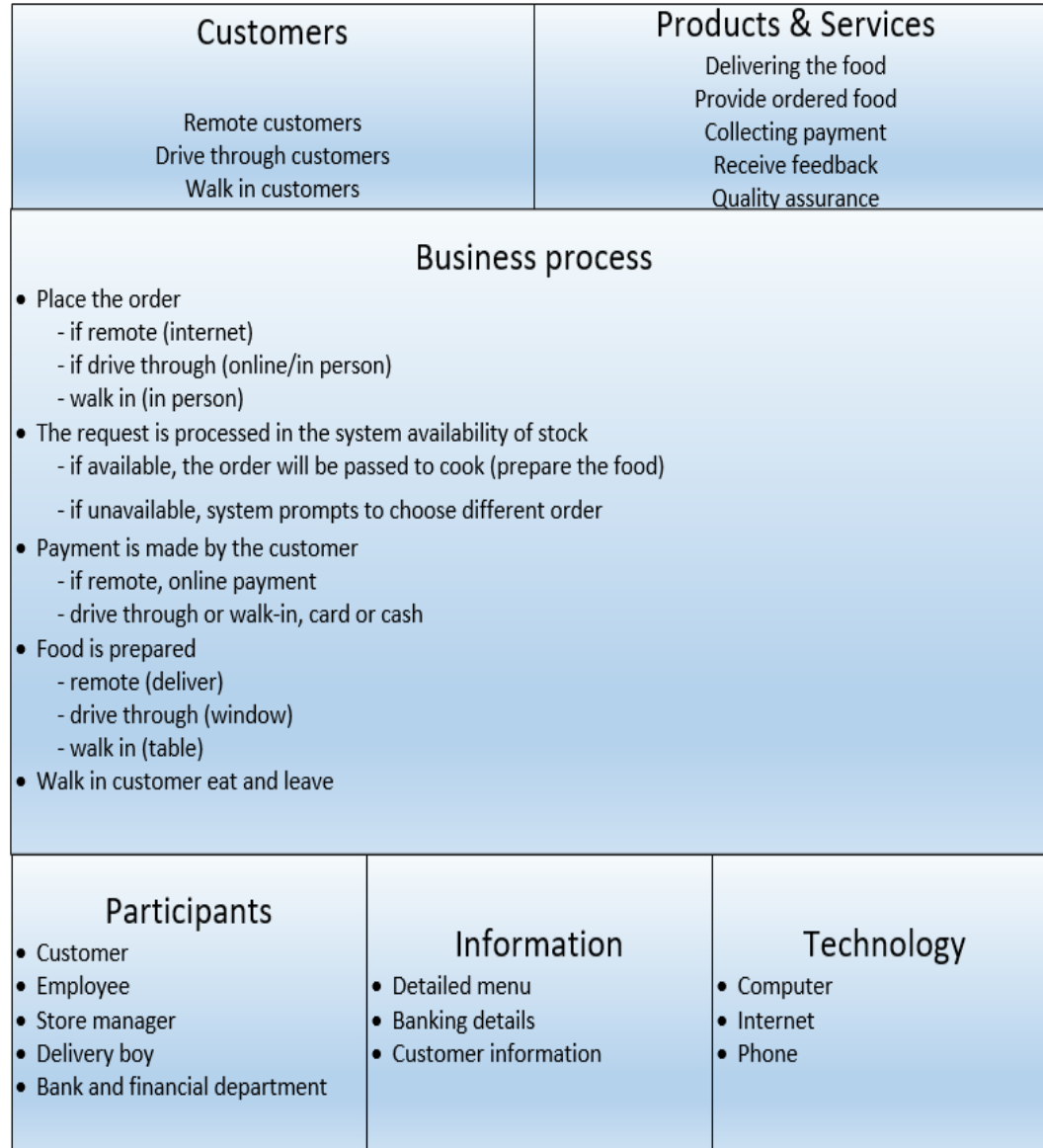
Cleanliness: Stores located in a crowded areas are not cleaned properly. Often, customers finds some unhygienic content in their food.

Quality of food: Food quality and taste is not consistent all over the time and rotten food is also served various time.

Bad hospitality from Employees to customers: Employees do not receive good pay which results in job dissatisfaction and rude environment.

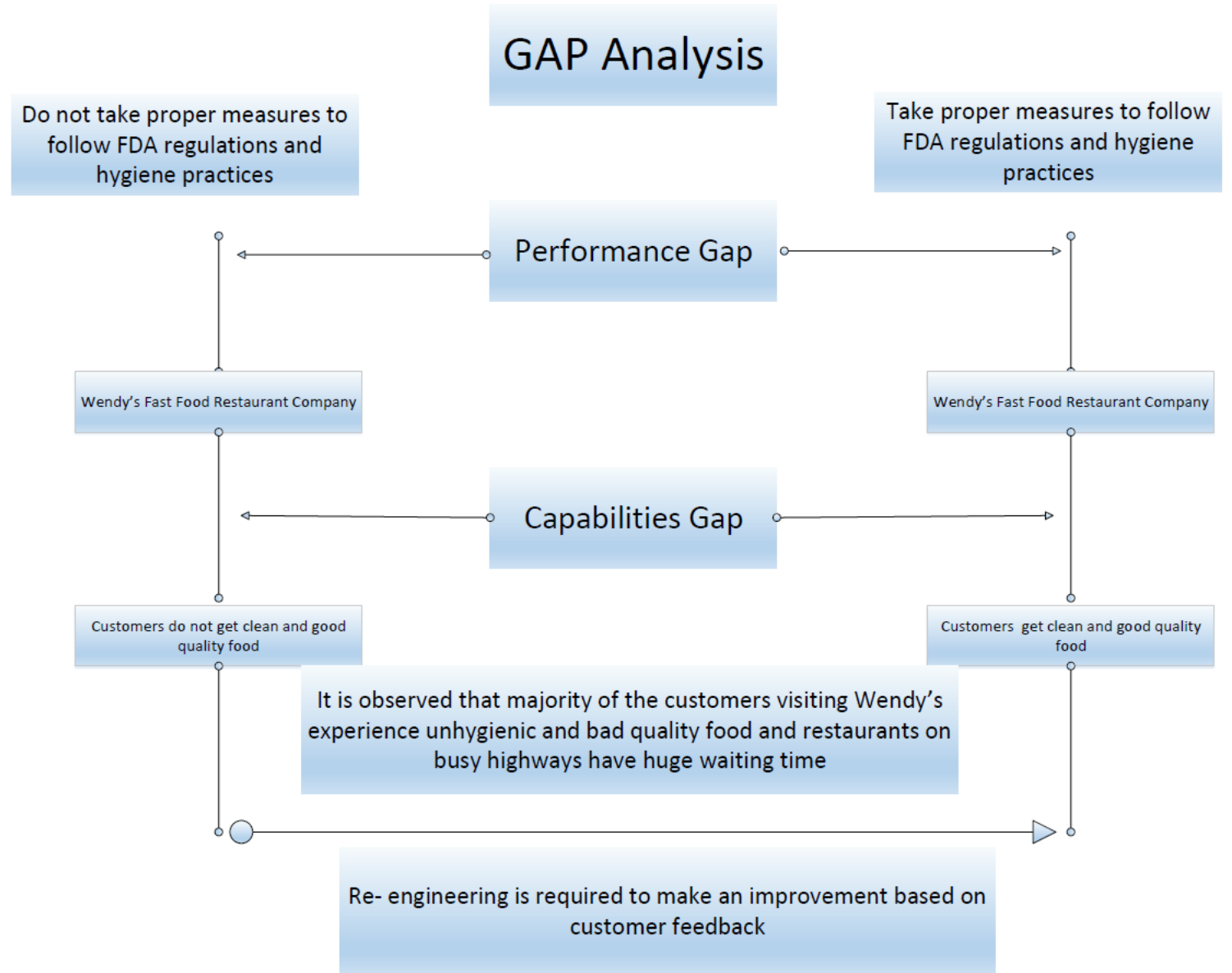
Crime: Stores which are located in secluded location recorded huge amount of crime in night hours.

As – Is Work System Snapshot Diagram



WORK SYSTEM SNAPSHOT

GAP Model



Capabilities, the process is missing

Does not take proper measures to follow FDA regulations and hygiene practices

Majority of the customers visiting Wendy's, experience unhygienic and bad quality food

Restaurants on highways and busy city has huge waiting line

Dissatisfaction/Impact on Performance variables

- Worsening customers Health
- Disturbing work Environment - due to non-welcoming employees
- Impatient customers – due to lengthy wait line
- Overall, worsens company's profit

THANK YOU