

Establishing and analyzing the problems at Mario's Pizza Shop



Customer - cashier interaction

The cashier recieves the order from the customer and shouts the order to the kitchen

Cooking

The cook tries to write down what he has heard and prepares the pizzas

Cook - cashier interaction

The cook periodically checks if the pizza is ready and then screams to the cashier, if that is the case

Cashier - customer interaction

If the cashier hears the cook's yelling, he picks up the pizza and brings it to the customer

Diagram of the current situation in Mario's Pizza Shop

Bottlenecks	Problems	Solutions
Then cashier processes	Slow order processing.	Create a C# app with interface
costumers slowly because he has		for the cashier so he can input
to scream every order.	Uncomfortable experience for	the orders through it.
- All (Black), 733	the costumer.	
The cook can't listen for orders,	Slows down the cooking	Add a UI for the cook to the C#
write them down and cook at the	process	application in order to make it
same time.	Unreliable way to store the data	easier for him to receive
		information about the order.
1 (F 100 Marsh 1 (A) 22	The cook might not hear the	1.5
	correct order	
The cook can't check the	The periodical checking of the	Use an Arduino connected with
conveyer belt and cook pizzas at	pizzas is not efficient	the C# app through a network to
the same time.	The cook is distracted and might	check if the pizzas are ready.
The State of the S	mess up an order	E SOME A COLUMN
The cashier can't listen for the	The cashier might not hear the	On the UI of the C# app of the
cook's yells about the ready	cook's yelling.	cashier, there is a tab that shows
pizzas and take in the orders	The cashier might forget to pick	which orders are ready and
from customers at the same	up the pizza.	whether the pizza is hot enough
time.	The customer is forced to wait	to be delivered to the customer.
	longer.	



Conclusion:

We established 10 main problems with the current system of the pizza shop, all of which can be solved using ICT Tools.