

Scout Coffee Seating Arrangement DMAIC Charter			
Project Team:	Troy Uysal, Anjali Gupta, Kirk Kuran, Katrina Apiado		
Business Case:	The Scout coffee shop location at 880 Foothill Boulevard is situated in a large shopping space, on the corner. Due to restrictions on businesses due to the ongoing pandemic, inside seating space has been reduced to minimize the risk of infection. Now, with fewer seats there may not be enough comfortable seating to accommodate all the customers that want to sit and enjoy their purchase. The loss of seating may turn customers away who prefer to spend time in coffee shops.		
Problem / opportunity Statement:	With limited seating available at this location, Scout's Coffee needs customer input on seating arrangement, outlet location, and weather protection that could improve customer happiness and customer retention.	Goal Statement:	Inquiring about seating availability, outlet availability, quality of seating location, weather protection in outdoor spaces, and general environment could lead to some improvements for Scout's Coffee.
Project Scope:	Seating availability, outlet availability, customer happiness with regards to seating.	Out of Scope:	Wait times, customer service, coffee or food preference/quality
Constraints:	Must work within the scope that Scout Coffee agrees to. Have to avoid creating a customer barrier for Scout Coffee by pestering before or after ordering. Must be mindful of COVID 19 safety rules.	Assumptions:	There isn't enough seating. There is enough foot traffic to potentially cause seating issues.
Stakeholders:	San Luis Obispo residents, Cal Poly students and faculty		
Preliminary Plan:		Target Date:	Actual Date:
Start Date:		10/3/2021	
End Date:		12/3/2021	
Define:		10/12/2021	
Measure:		10/18/2021	
Analyze:		11/1/2021	
Improve:		11/15/2021	
Control:		12/1/2021	