



Tracking
bottlenecks in the
Muesli orders
process 🌾

Process
flowchart

01

02

KPIs

03

Data

04

Findings

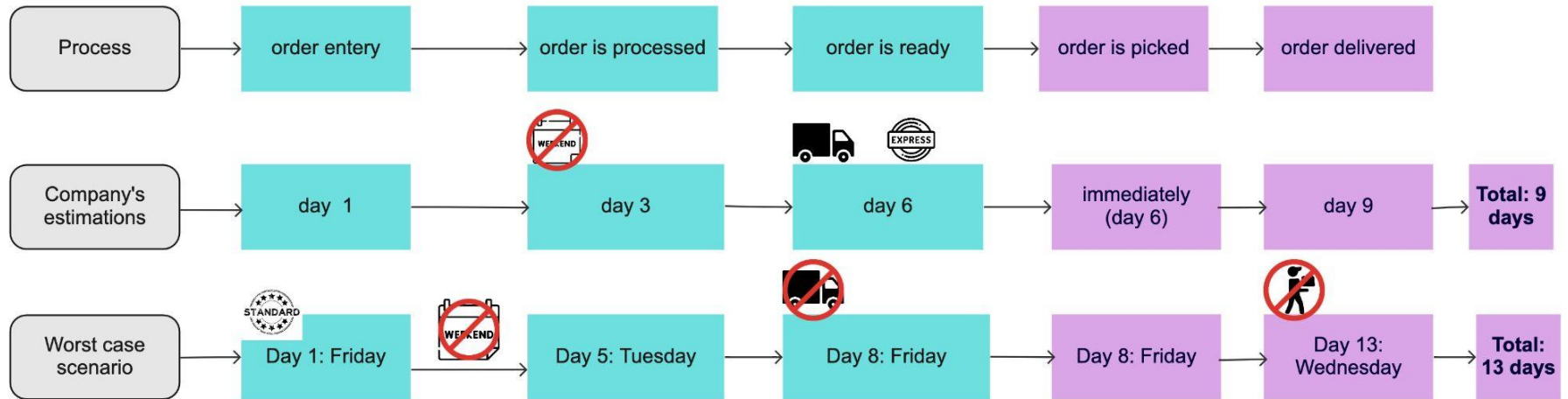
05

Suggestions



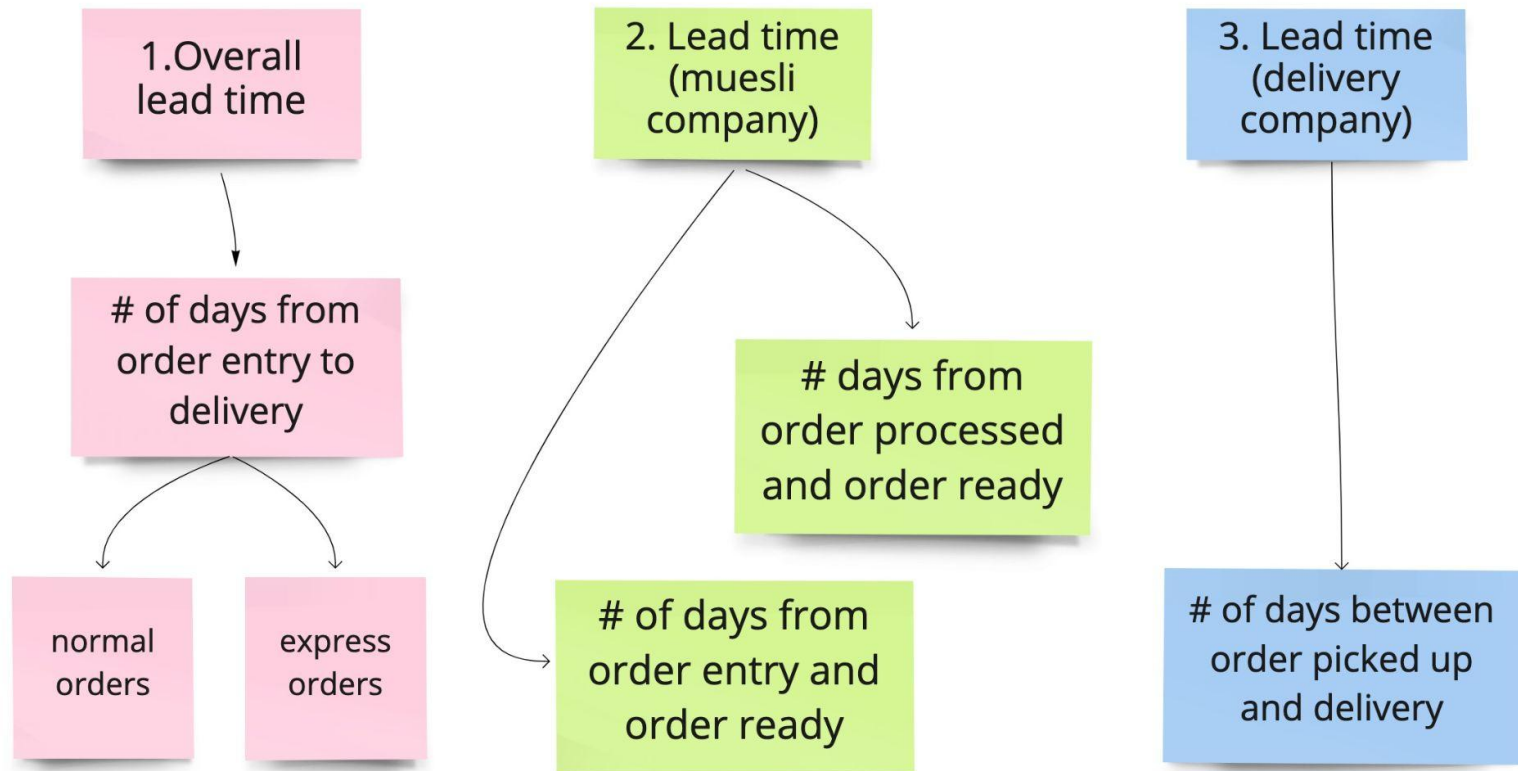
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1. Muesli orders flowchart

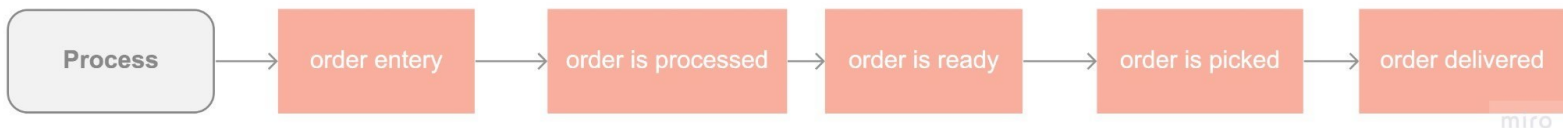
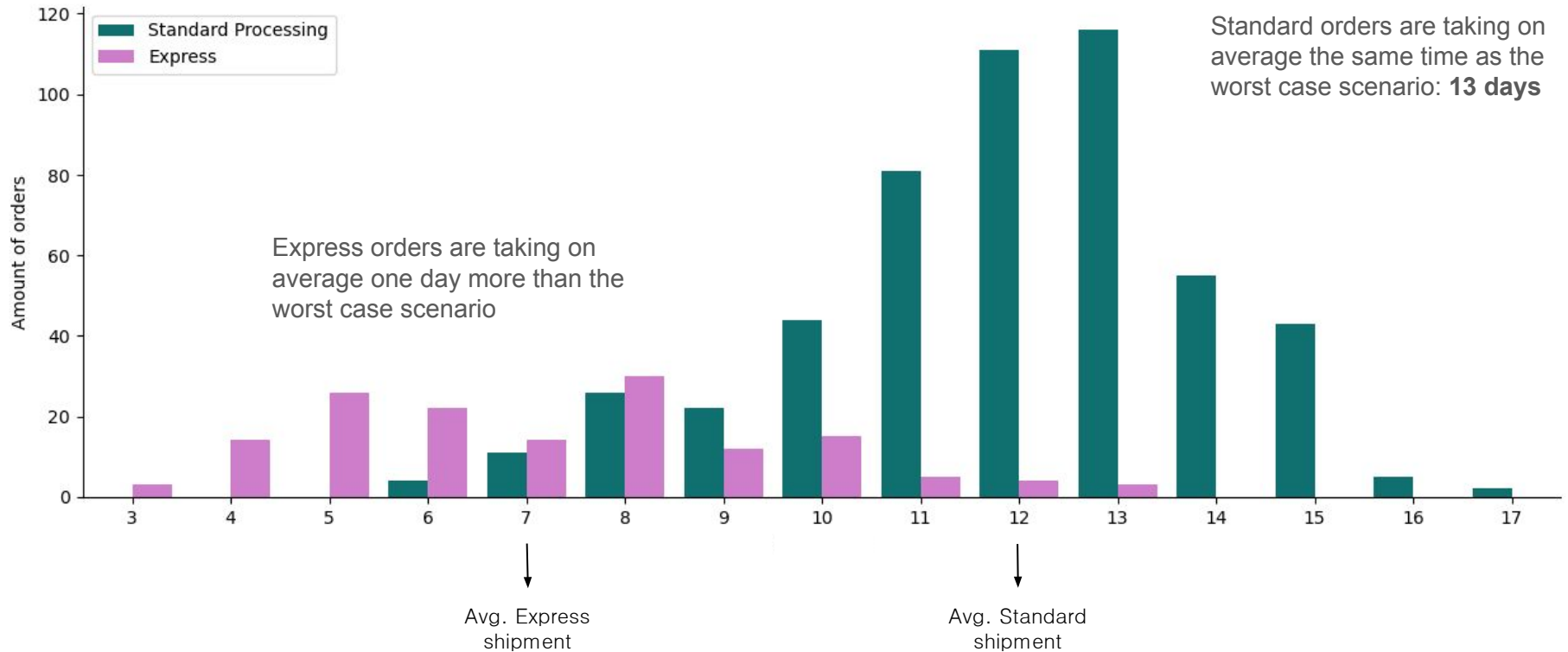


2. Our KPIs: A top to bottom approach

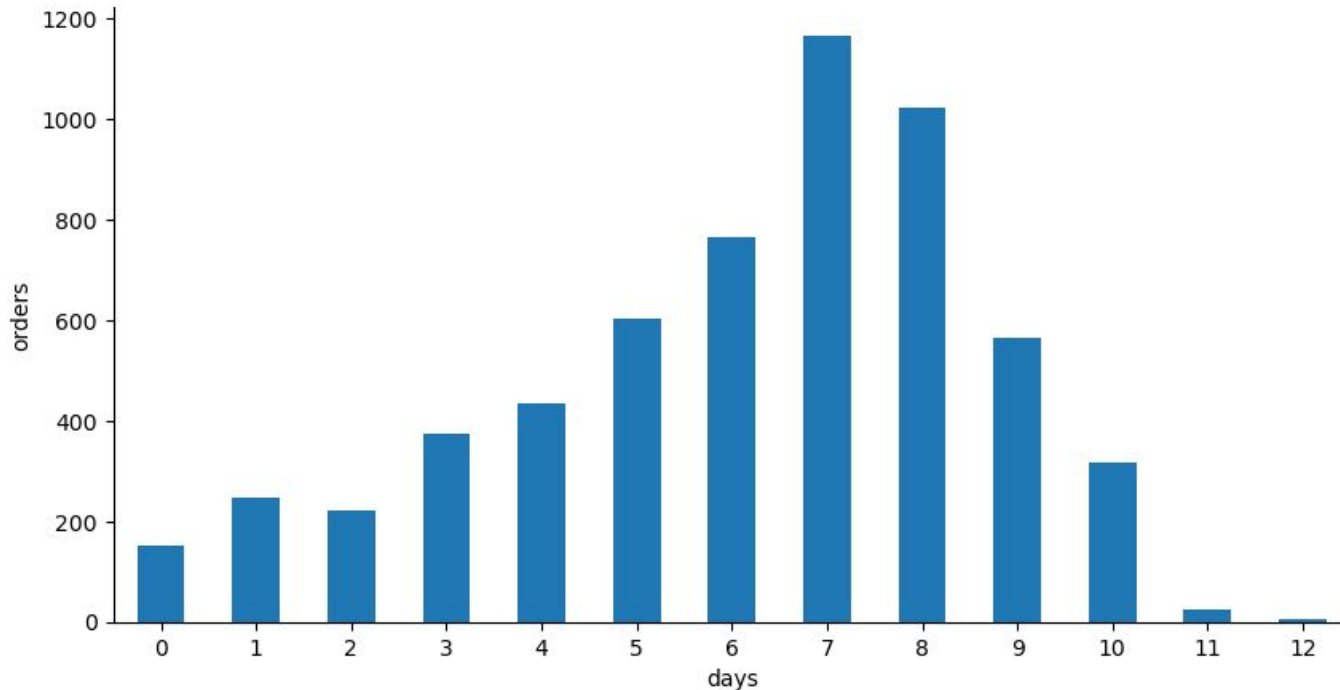
Time from the beginning to the end of the process



KPI 1: Overall lead time in shipment methods



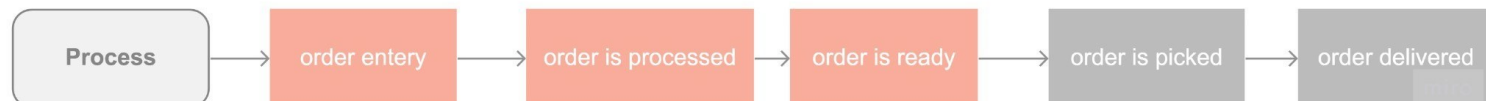
KPI 2: Lead time inside the Muesli company



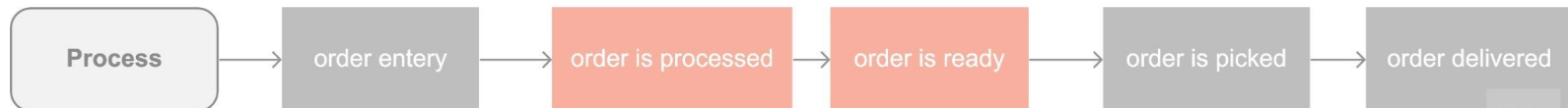
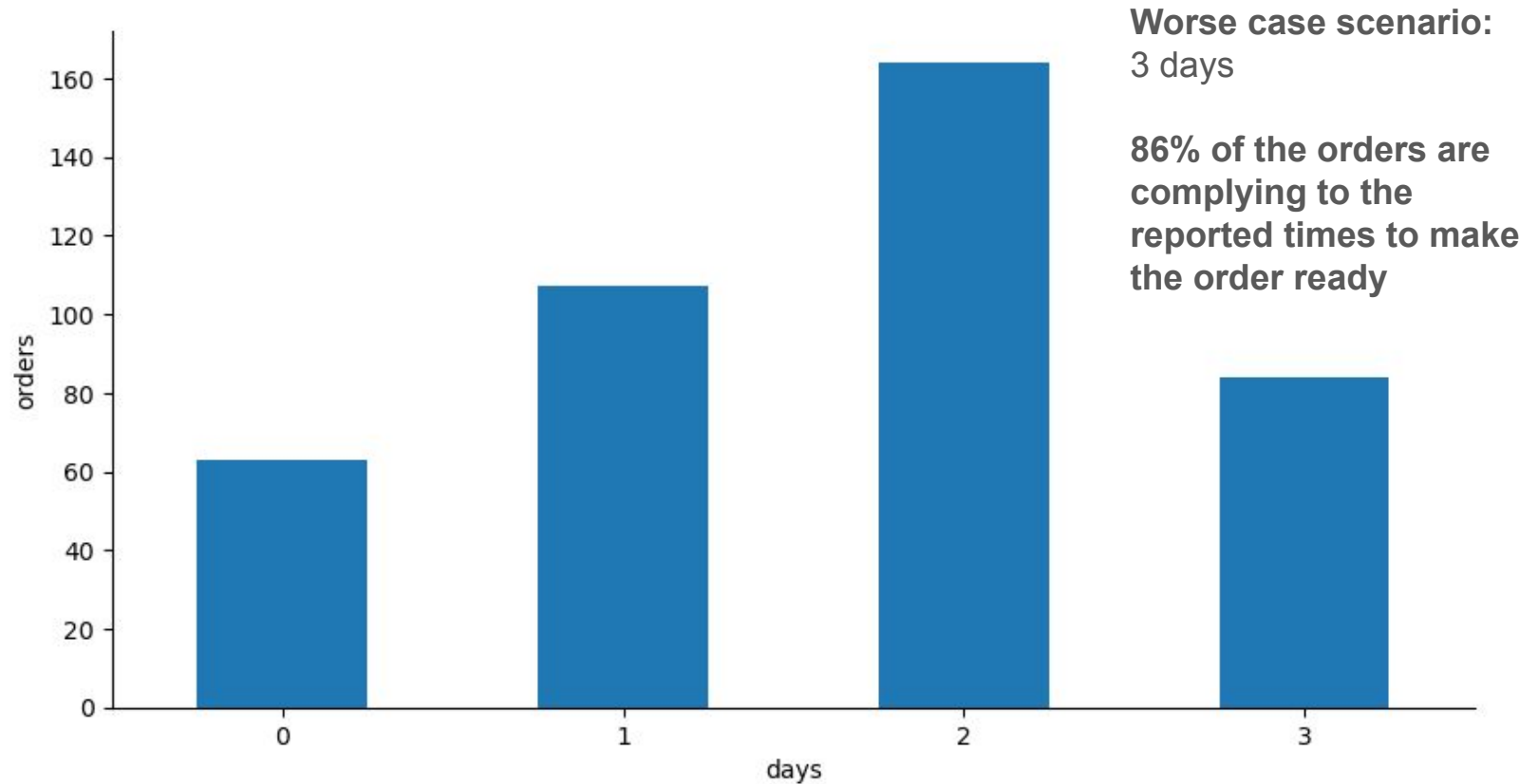
Worse case scenario:
8 Days

Mode and Median:
7 Days

For more than half of orders it takes 7 days or longer to be ready to pick up

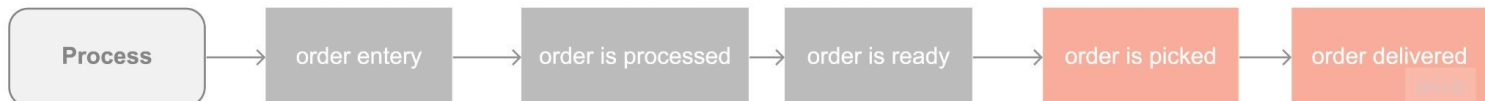
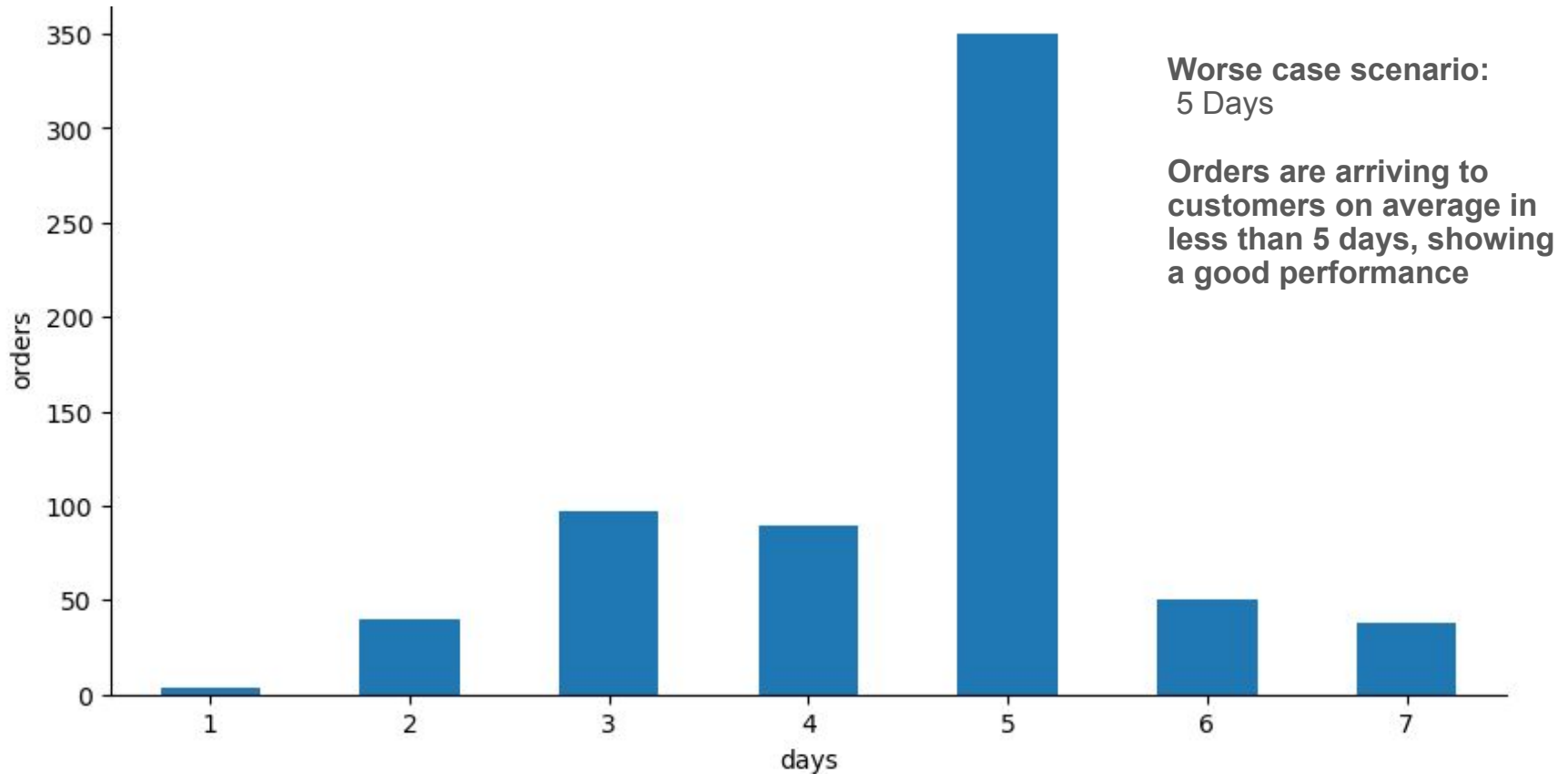


KPI 3: Detail of making orders ready

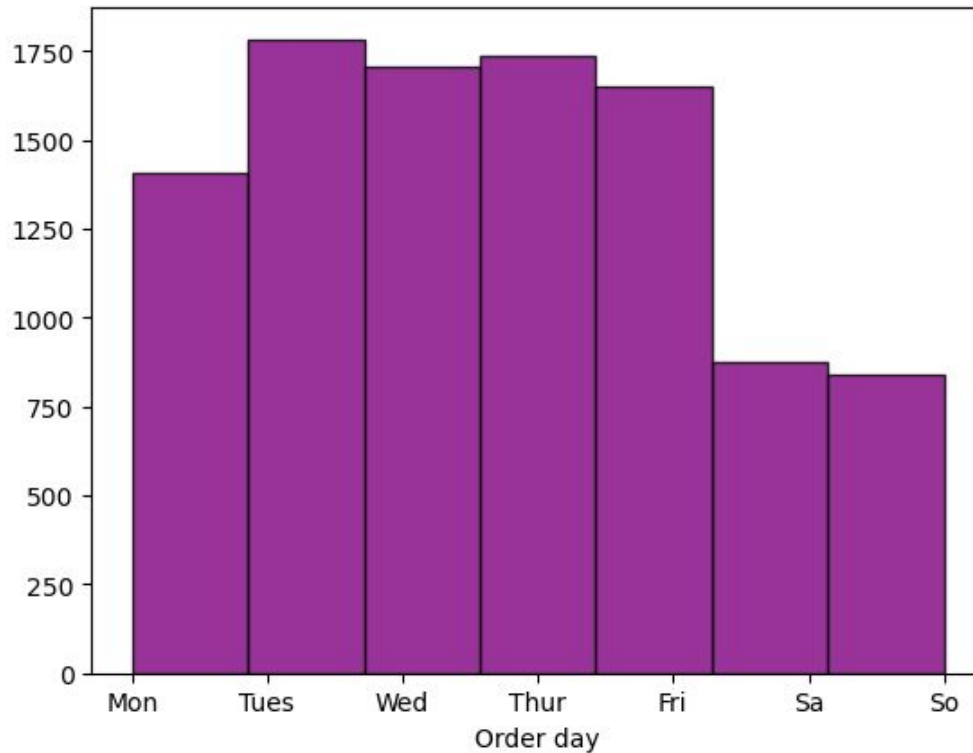




KPI 3: Lead time in the delivery company



Detail on order date

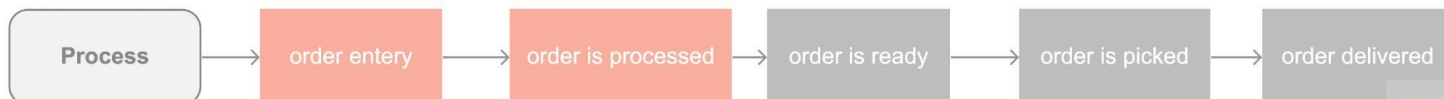


Reject our hypothesis for bottleneck:

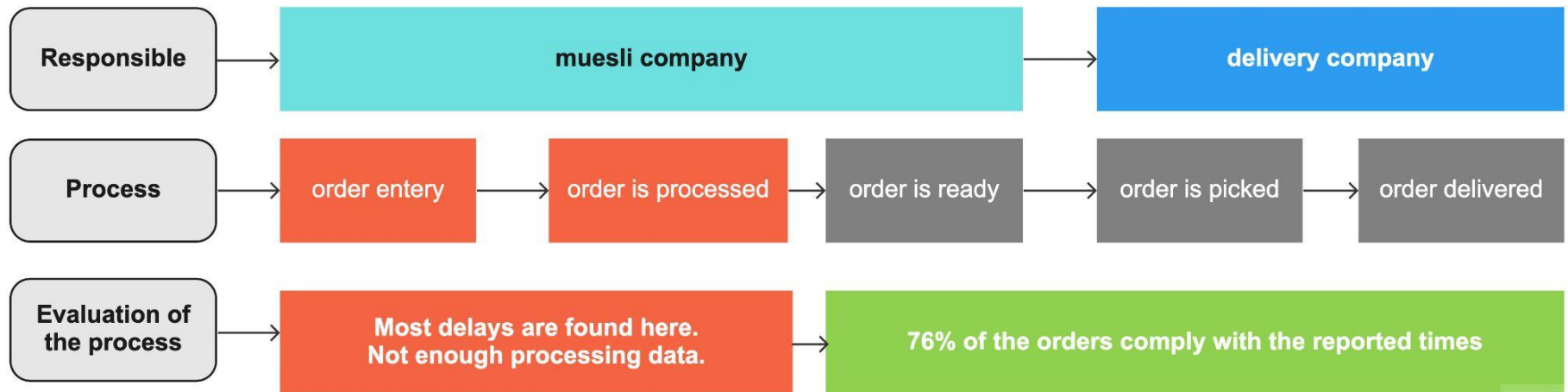
'Customers are ordering more on weekends, creating processing bottlenecks because of no working weekends in the warehouse'

Orders made

- 83% during the week
- 17% during the weekend



4. Process evaluation





5. Findings and improvements opportunities

Performance

- Delivery company performs within the reported times
- The bottleneck is in the processing order in the warehouse

How to improve lead time?

- Future work on analysing details of processing step
- We need more data about employees, times, detail on tasks

For future analysis:

- Gather more data through interns & inspectors
- Specifically data on arrival and processing