

## Factors

## Problems

## Solutions

## Requirements

<b>Cashier speed</b>	No alternatives for not using the line	Shortage of open Registers for customers to checkout	Disorganized Stores can lead to Disoriented lines	<b>Measure weight of cart in line</b>	Provide variations in lines based upon number of items	<b>Costs of implementing changes</b>	Ensuring customers are using the right lanes based upon the number of their items
<b>Size and weight of items</b>	<b>Location of the store</b>	Store was Overcrowded	Policies for Covid-19 slowing down the lines	<b>Track line length</b>	Add in a self checkout with supervision	A reliable management crew to keep cashiers in order	No customer should be allowed to reserve a position in line
<b>Total item count</b>	<b>Prices of Items</b>	<b>Poor Service Recovery</b>	Policies for Covid-19 that allows only a few number of customers in store	Provide more common and better training for cashiers	Add alternative ways to pick up groceries such as online and delivery	Establishing a delivery service	Customer's can't use others membership cards
<b># of customers in line</b>	Sales, Discounts, and Promotions	<b>Long wait times and response times</b>	Customers going over budget and buying lots of things which isn't necessary for them	<b>Track average time per item</b>	Adding a method for customers to order groceries in advance and pick them up in a set location in the store	Programming Costco's website with online ordering and pickup abilities	No customer should be able to buy items in bulk except for business owners
<b>Number of available cashiers</b>	<b>Generate positive online reviews.</b>	Unreasonable payments and unexplained charges	Large, heavy, and bulky items slowing the lines	Advise item placement	Provide alternate ways for larger, heavier items to be scanned	Ensuring through security and other means that customers aren't stealing at self checkout	No cash should be allowed due to covid-19

