



# Workflow Team Project

## Reengineering for restaurant

**Course - 710-A**  
**Process Innovation &**  
**Management**  
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# Introduction

	The Three Performance Needs			
The Three Levels of Performance		Goals	Design	Management
	Organization Level	Organization Goals	Organization Design	Organization Management
	Process Level	Process Goals	Process Design	Process Management
	Job/Performer Level	Job/Performer Goals	Job/Performer Design	Job/Performer Management

- Aim of our project is to improve efficiency and to decrease wait times in an italian restaurant by introducing automation and disruptive digital technologies
- Use of tablets, databases, time attendance system and customer retention techniques helped improve the overall working and management of all system components
- Benefits include automatic inventory management and ease of employee and customer management
- We have used BPMN models to decrease wait times and have implemented a generalized relationship map of the entire restaurant



# AS-IS Process

## Customer

- Wait to be seated when packed
- Lack of space in waiting area
- Specials are not on menu
- No online reservation option
- Having to wait for the check until server available
- No visual menu of courses and ingredients

## Server

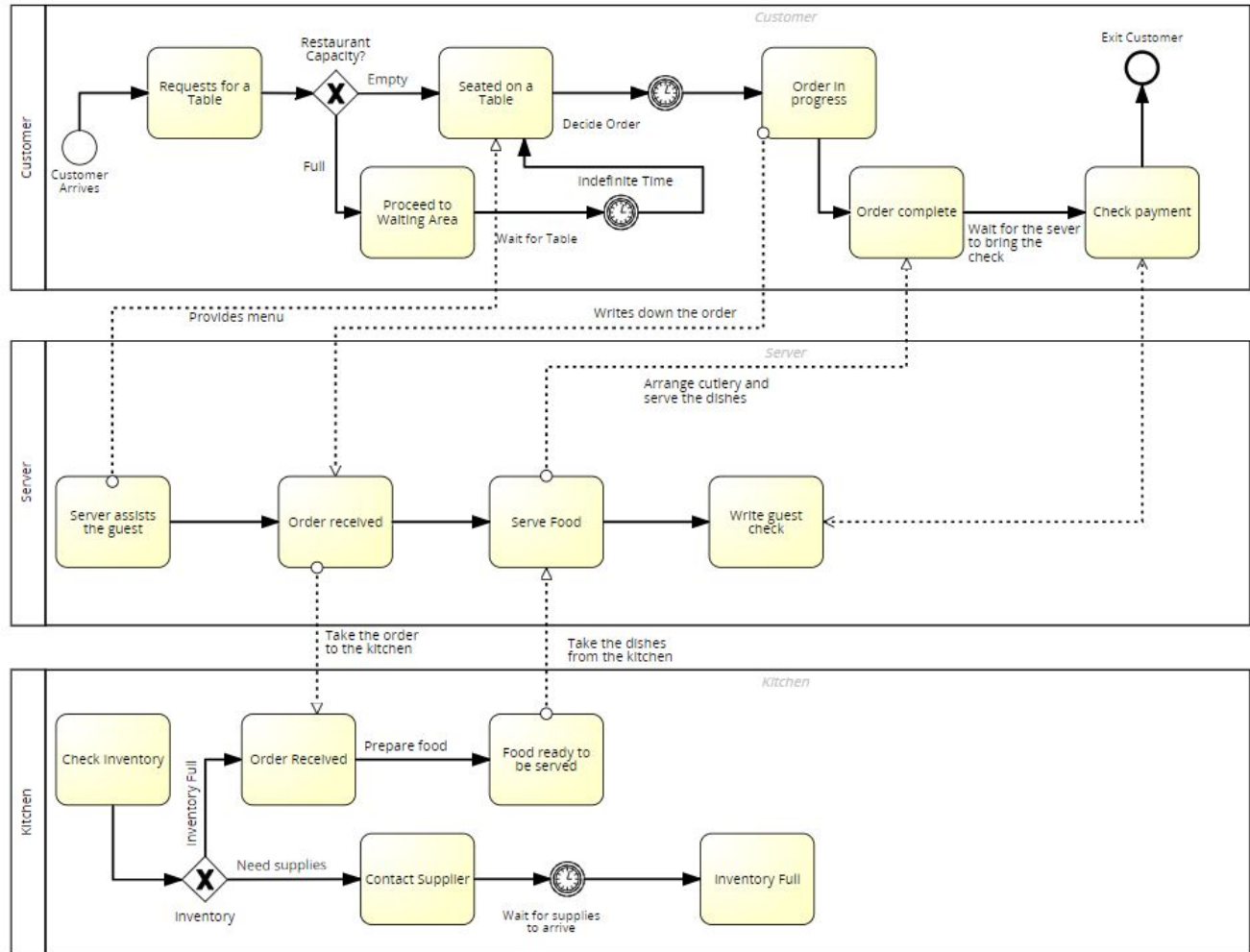
- No time attendance system
- Lack of technology in placing orders when serving customers
- Lack of technology to implement item list “quantity, type, or cost”
- Wasting a lot of time telling specials

## Kitchen & Inventory

- Waits for server to write order and bring it
- Lack of communication between dining area and kitchen “quantity, type, or cost”
- Lack of communication between kitchen and manager to place order for inventory
- No database management system that contains item list



# BPMN (AS-IS)





# TO-BE Process (After Reengineering)

## Customer

- Given contact information to receive text when vacant
- No need to wait in waiting area anymore
- Specials/courses are on ordering tablets
- Online reservation option
- Pay from tablet
- Registration option on Kiosk to receive “Discounts, promotions, and free meals”

## Server

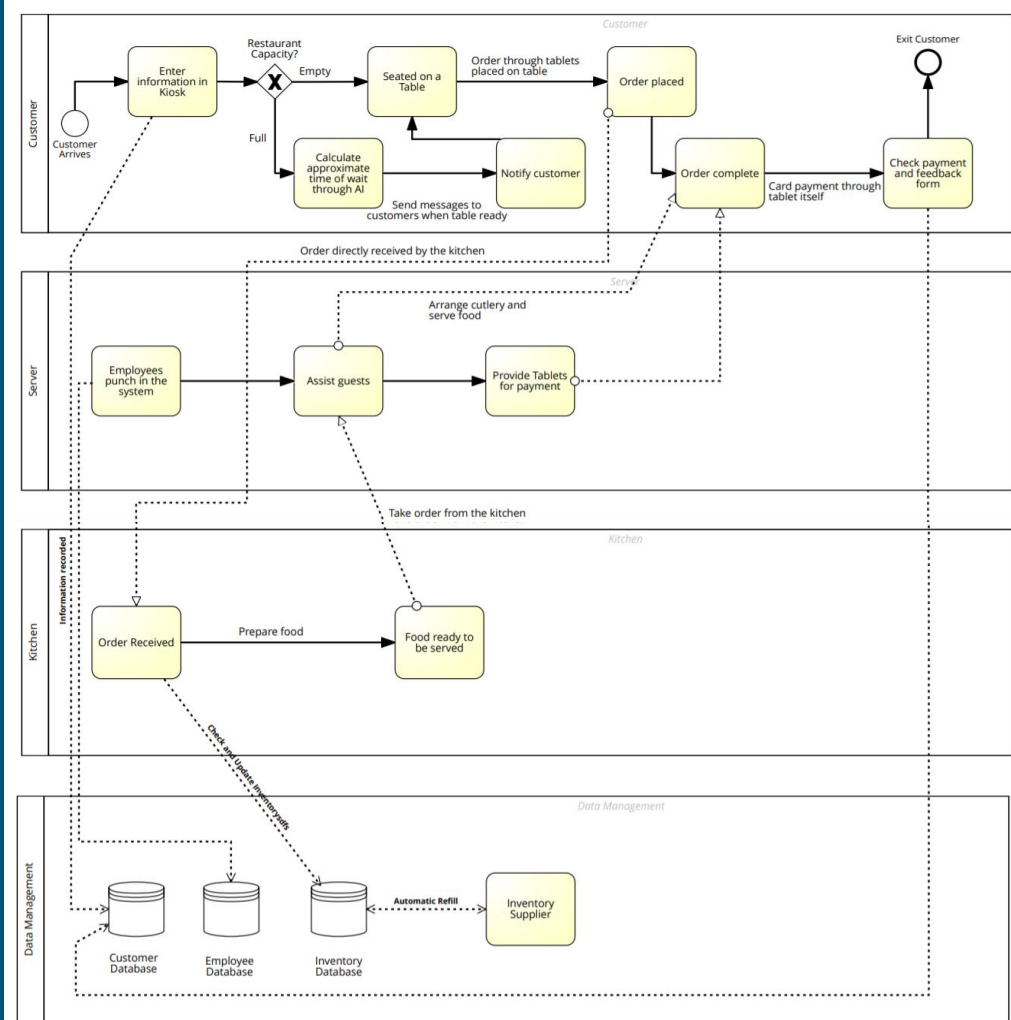
- Time Attendance Machine
- Tablets to place orders for customers, send texts to keep customer updated for waiting time
- Having all items on menu when making a check “quantity, type, or cost”
- Extra slack time to be more productive

## Kitchen & Inventory

- Order received on computerized screens and buzzers
- Ability to implement food items list and change whenever needed “quantity, type, or cost”
- Data Management System to store all items and supplies needed
- Ability to add missing items to inventory invoice cumulatively
- Separate Databases from Customer, Employees and Inventory.

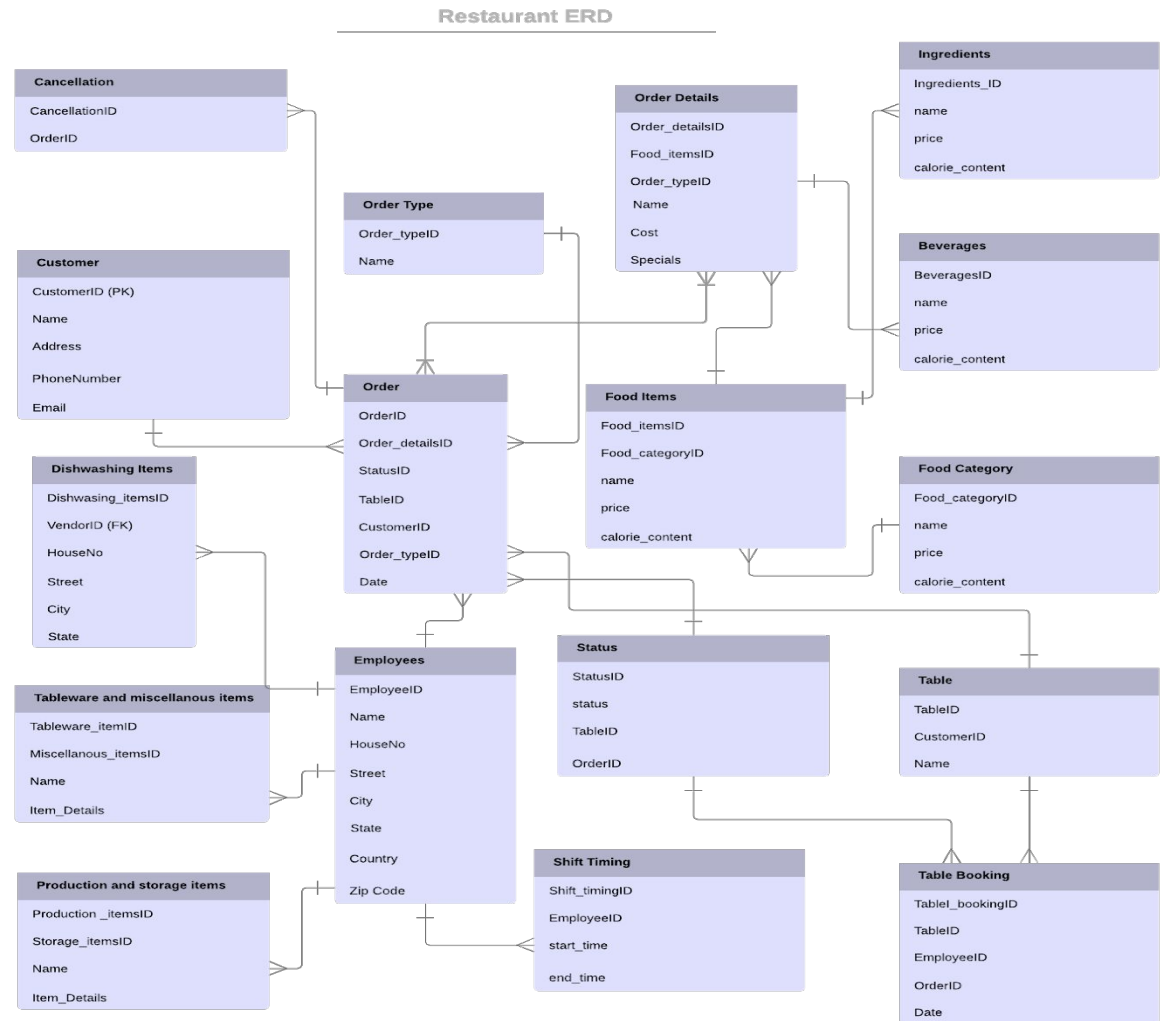


# BPMN (TO-BE/ After Reengineering)





# ER Diagram





# Proposed changes for efficiency

## Customer Information

Name

First Last

Email

Phone Number

 -  - 

### ### ####

Time

 :  :  AM ▼

HH MM SS AM/PM

Date

 /  / 

MM DD YYYY

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eMenu - digital menu for restaurants



Punch-in machine

Table  
wait time

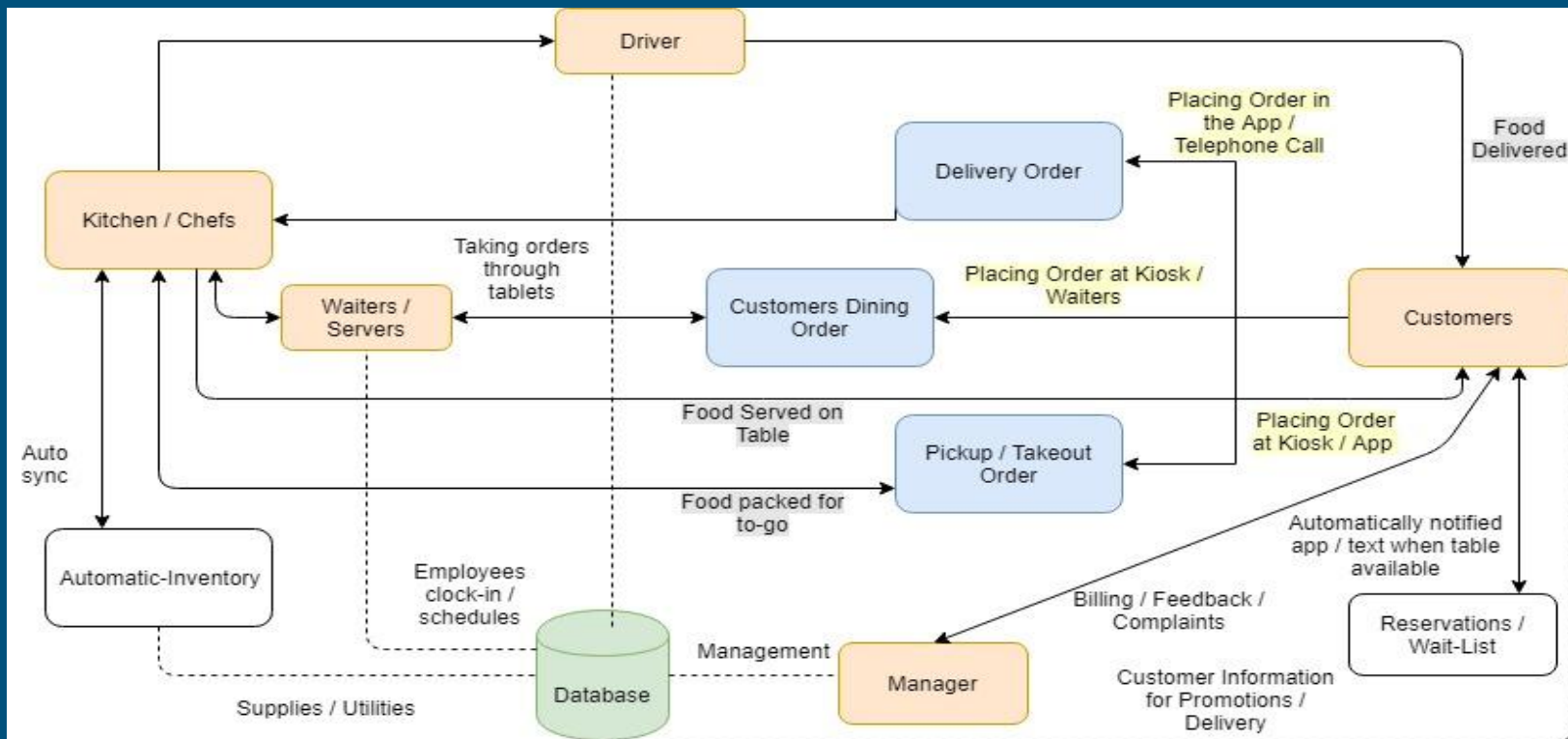


Table Number	Estimated Time
1	10 Minutes
2	Open
3	25 Minutes
4	Open
5	15 Minutes



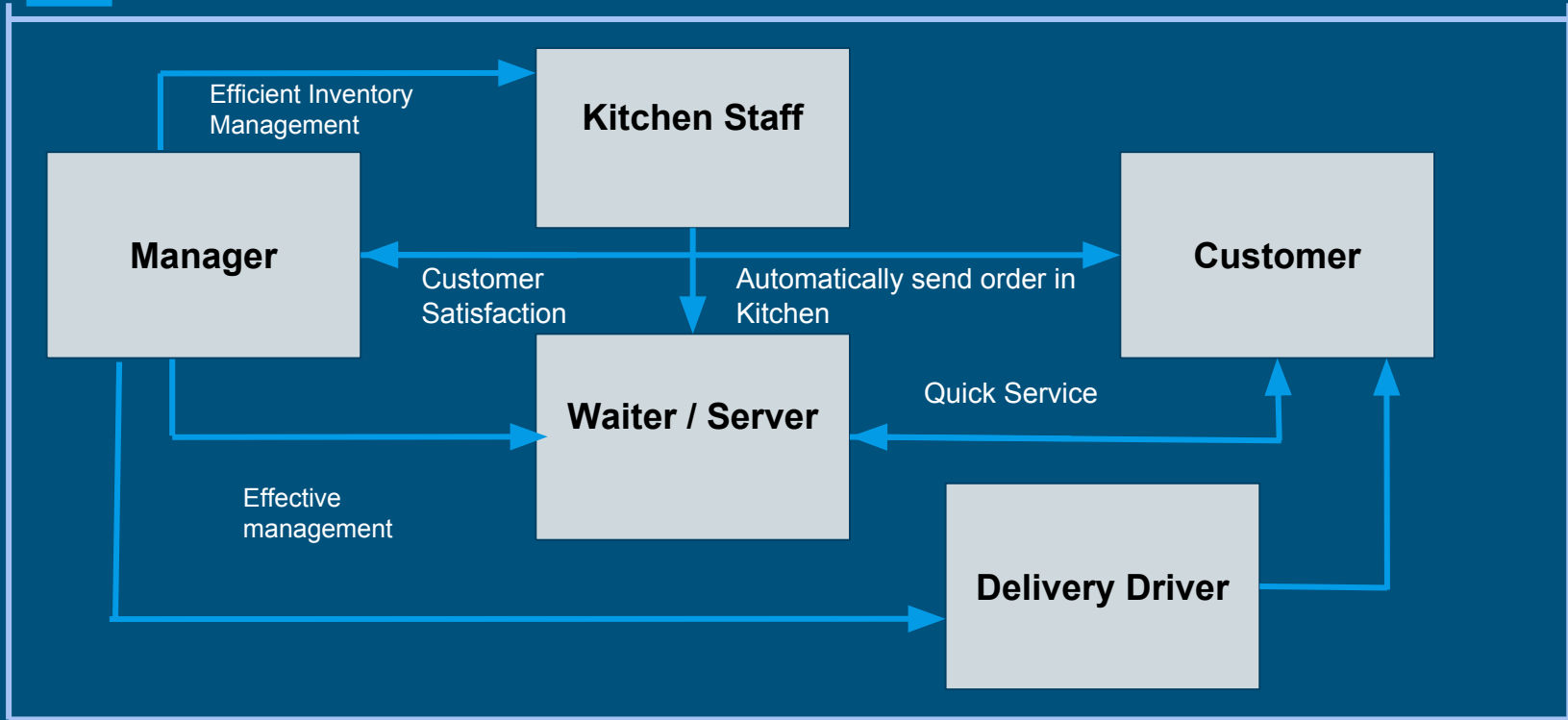


# Generalized Relationship Map





# To-be Relationship Map





# Process Design Goals

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- Conventional Restaurant Management Systems deal with the problems such as process delays, ineffectiveness in the system, redundancy and thus overall affecting the customer satisfaction.
- With our automated process design and more efficient Restaurant Management System we can deal with these aspects and develop a process focusing on the needs of the customer in an innovative way.
- Overall helps in attracting new customers and getting positive reviews for the restaurant which is crucial in this industry.
- Also, efficiently managing the database for inventory management, employees and most importantly for customers.



# Conclusion & Future Scope

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Implementing this process will help us to:

- Improve the efficiency in managing the restaurant
- Decrease waiting time for the customers
- Effective inventory management
- Effectively handle employee schedules and wages
- Customer database for loyalty, discounts and promos
- Automated process and system to take orders and serve / deliver to the customers



Bon Appetit! ;)