Topic: Ordering food through an app   Date: August 25, 2021

Name: Gabriela Flores Velazquez

1. Problem Background

- The RUM Cafeteria daily has many customers and sometimes they must wait long lines to be served. Even in the checkout line people must wait.
- Some clients have limited time and becomes impossible buy something in the cafeteria because of the waiting time in lines.
- Currently, a protocol of distancing between people should be followed due to Covid-19. This means that fewer people are in the space designated to wait in lines inside the cafeteria.
- The reality is the more people there are in line, the closer they will be with 0 distance.
- Usually, at noon buying food takes between 20-25 minutes.

2. Target

- Reduce the time in the cafeteria line so that customers only have to wait at least 5 minutes.
- Reduce the time in the cafeteria line so that customers only must wait a maximum of 15 minutes.
- Know beforehand what the customer wants to buy.
- Reduce waiting time in line to pay by paying online.

3. Causes

- This problem occurs because almost everyone arrives for lunch at the same time.
- Employees do not know what the customer is going to ask for beforehand.
- Customers do not know the menu beforehand, therefore they waste time thinking about what to order.
- The customer does not know how much will pay at the checkout, so waste time looking for the money if will pay in cash or opening the app to pay at that moment.

4. Propose & Implement Countermeasures

- Create an app to order food before arriving the cafeteria and not have to wait.
- Create a section where employees are able to enter the menu of the day and customers can see it to choose their food.
- Knowing the food that the customer wants to buy from the menu and its price, different online payment methods can be used (such as PayPal, ATH Movil, etc.)

5. Check/Evaluate

- Ordering food through an app is always faster to move the flow of people inside the place or at least it is good to reduce the waiting time.
- Knowing the menu before arriving at the place also helps to save time.

6. Act and/or Standardize

- For the app to work, someone must be in charge of keeping the menu updated every day.
- Prices should be up to date so that customers know how much they are going to pay for their food.