Topic: RUM Cafeteria Problem Date: January 20, 2021

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## **Problem Background**

The RUM Cafeteria daily has many customers and sometimes they must wait in long lines to be served. Even when paying, people must wait. If someone goes to buy something fast to eat because the time they have is limited, it becomes impossible because of the waiting time in lines.

# Target

Reduce the lines that are made in some sections of the cafeteria, knowing in advance what customers are going to order and how much they are going to pay through a website before the new return to school.

### Countermeasures

- Pre-order through an online page to avoid queuing.
- Cafeteria employees can upload the menu they are going to sell.
- Customers choose what they want before going to pick it up.
- They also pay through the page and would only have to go to the place to pick it up.

## Check/Evaluate

The countermeasures did work because the flow of the cafeteria is faster. The target was achieved and the lines that were the root cause were eliminated or at least reduced.

#### Causes Mostly at lunch time Customers must More people choose decide what they Food is served this section because prefer to eat among Food already at the moment the food is already everything that has Time to pay cooked prepared already been cooked Waiting time in line +Time Many people choose Time to pick Food cooked this section because Time to pay Time to order food up the order it's cheaper but it at the moment takes longer The long lines make everything delay. Therefore, lines are the root cause.

## Act/Standardize

### Before:

 Customers had to wait in lines to be served and to order.

#### Now:

- Customers can use a web-based app to pre-order their food and avoid the lines.
- Save time.
- More efficient.
- Also, this can be used for other food places.