

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.

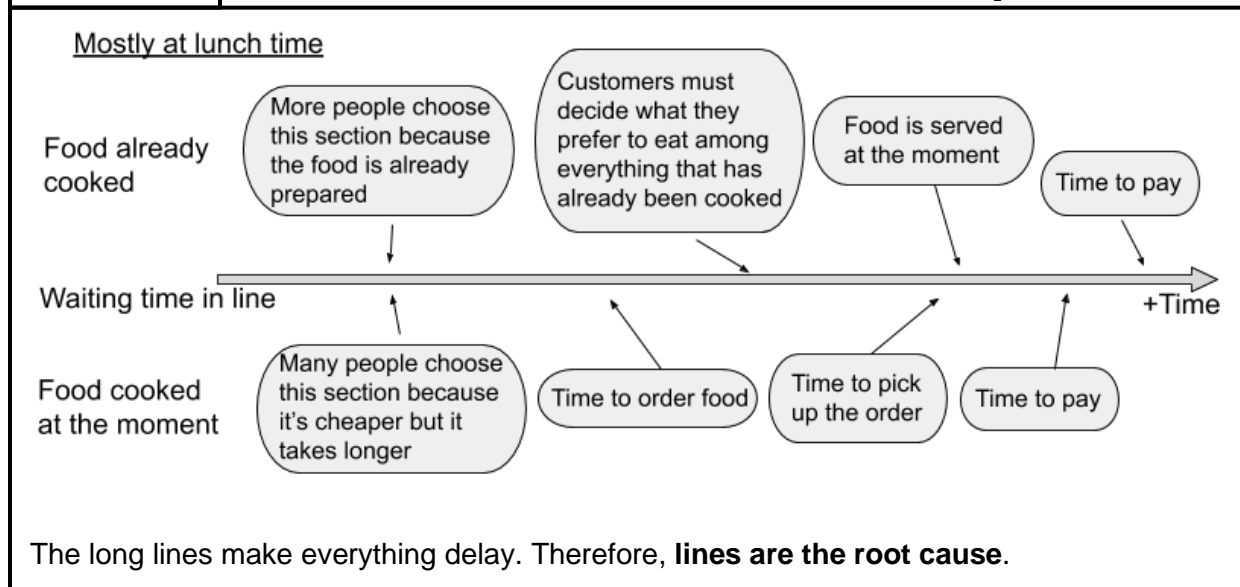
Countermeasures

- 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



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.