

Waiting Forever at Fast Food So Much You Age							
Problem Statement:				Target State			
Customers are finding lines here in Puerto Rico to be taking too long between having their orders taken by employees and for their orders to be delivered. This has reportedly shown a decline in people going out to eat at fast foods.				Customers make an order on an application and need only arrive to the fast food's location, pay, and take their food that's already been prepared beforehand, reducing waiting times to near non-existence.			
Background/Measurement:				Countermeasures			
Customer decline is shown to be ranging to from an approximate 40% decline from an collected estimated average of sales from last year. Fast food chains sales revenues have dropped across the board for all fast food corporations in Puerto Rico by 20% and is estimated to continue increasing.				<ul style="list-style-type: none"> - Develop a desktop and mobile application that provides citizens with a chosen fast food's current menu (including availability on product.) - Design friendly user interface for quick and easy use. - Provide locations from closest to farthest for the user once their order is made that, when chosen, sends said order to that particular fast food. - Develop a computer system that receives and logs order on time when order was placed where user is given an estimated time of completion. - Payment can also be made available through user's smart device if desired. 			
Current State				Implementation Plan			
Customers find themselves waiting around half an hour in line and then approximately 20 minutes to receive the order. Times can range even longer depending on the length of the line. Customers who arrive for their lunch break have expressed dissatisfaction at arriving late back to work.				What	Who	When	Outcome
<p>Why? Employees take too long to take and process orders.</p> <p>Why? There are not enough employees to do all the required necessities to ensure food is delivered at top quality, this including if food is fresh and can be prepared.</p> <p>Why? The fast food cannot have more than a set amount of employees on shift.</p> <p>Why? The fast food cannot afford so many employees on shift.</p> <p>Why? The company has always followed this behavior to save on costs and ensure stability.</p>				Create web application for fast food chains.	Software developer team working with fast food chains	Once approved and competent team is chosen.	Creation of application.
				Check Results			
				Measure usage of application and revenue difference for present increase or decrease and create user surveys for customer input.			
				Update Standard Work			
				Improve user interactions for application and take user input for possible further features.			