

Topic: Food Places Lines

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Problem Background

Food places daily have many customers and sometimes they must wait in long lines to be served. Even in the paying line, people must wait. Some customers have limited time and it becomes impossible to buy something because of the waiting time in lines.

There are several methods to order food online. From anywhere, through the phone you can access pages/apps such as UberEats, Doordash, Munchies PR, etc. and order from different restaurants. However, there are many places in Puerto Rico, especially small/local places, that do not have a website for their customers to order and pay online.

An example of this is the cafeterias, but specifically of the universities. (e.g. RUM Cafeteria) In the cafeteria, especially at lunch break the lines take between 20-25 minutes. For customers who have classes without more than a 30 minutes break between each other, it is hard to wait that long in a queue.

Target

The target is to facilitate the rush hour of food places by providing a tool where people can order their food in advance.

- Reduce the time in the food places line so that customers only have to wait at least 5 minutes.
- Provide a menu so that the customer knows in advance what he/she is going to order and employees can prepare the food in advance as well.
- Reduce waiting time in line to pay by paying online.

Causes

This problem occurs for several reasons. Reasonable assumptions are considered based on the experiences that customers have in the food places. (e.g. students in the college cafeteria).

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

The root cause can be summarized in the lack of knowledge that the employees have of what the customers want and the lack of knowledge that the customers have of what is on the menu that day / can order.

Propose & Implement Countermeasures

Once the root cause is identified, it can be removed by knowing in advance what the customer wants to order. For this you can work a very effective and accessible idea for anyone who has a phone or computer and internet access.

- Create an app to order food before reaching 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 and its price, different online payment methods can be used (such as PayPal, ATH Movil, etc.).

Check / Evaluate

The countermeasures will be evaluated to verify that they worked. Checking if the targets were effective will help us determine if root needs to be worked on or otherwise to be successfully achieved.

Act and/or Standardize

To ensure that the process continues to work as expected, we can use testing or create different cases where different approaches from real cases are tested. Once the application is live, it can be maintained to ensure that there are no problems in the system.