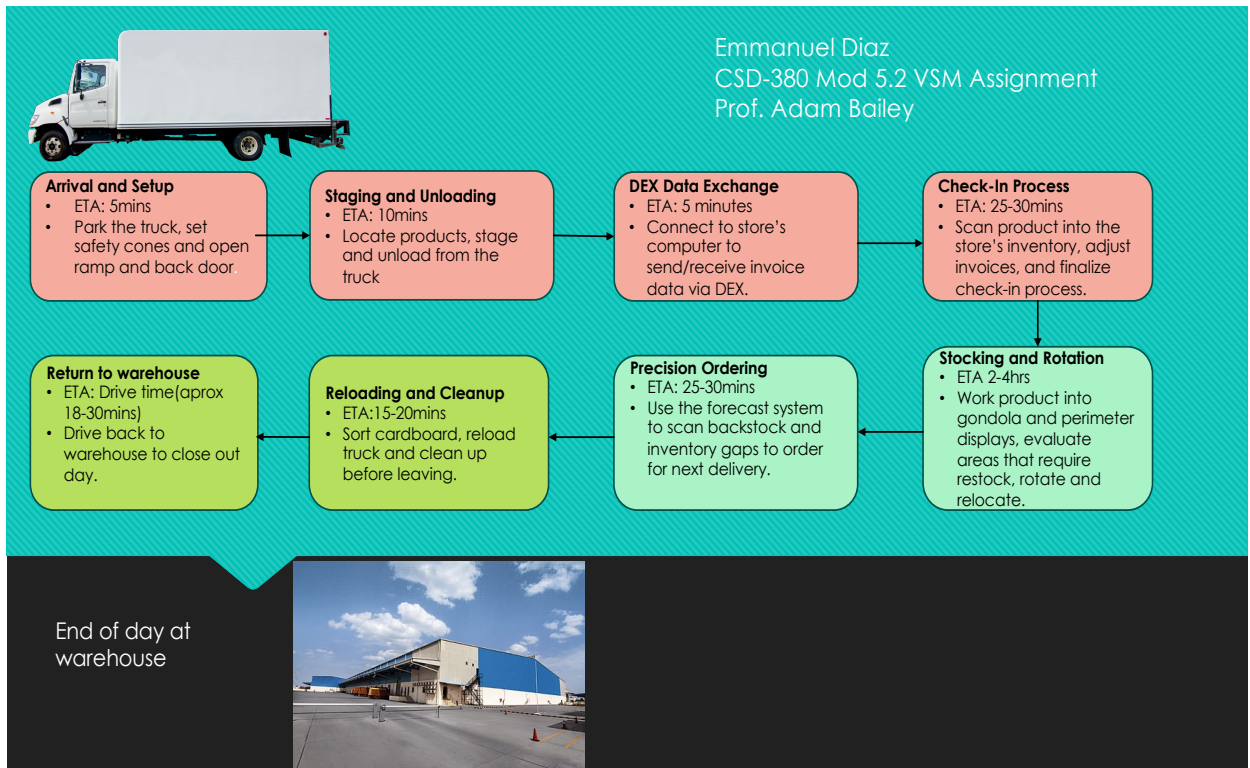


For my assignment I picked my Work process when working 1 stop(customer) on a sales representative route for Frito-Lay NA.

Work Process when working 1 stop at Frito Lay

- Park truck and place safety cones open back ramp and door- 5minutes
- Locate product, stage and unload from truck- 10 minutes
- Locate the store computer to connect to Send/Receive Invoice data via DEX(Direct Exchange). 5 minutes
- Get product checked in and scanned (this process adds it to the store inventory), once completed, close out invoice with adjustments. 25-30 min process.
- Once checked in, bring product to Gondola and perimeter displays, determine locations that require work, product rotation and relocation. 2-4 hours
- Start process of ordering for delivery 2 days out via what we call Precision Ordering. We scan backstock, holes (missing product in gondola) and systems presents a forecast with the necessary product for the next delivery. 25-30 minutes.
- Bring sorted cardboard with empty carts to reload truck and finish work at store. 15-20 minutes.
- Drive back to warehouse to drop truck so warehouse staff can reload for next day's deliveries.

VSM



Optimizing My Process

1. Eliminating Waste:

- Streamline staging and unloading by pre-organizing the truck before departure, saving 2–3 minutes.
- Evaluate if product placement in the truck can match store layout to reduce search time.

2. Workflow Orchestration:

- Combine “Reloading & Clean-Up” with “Stocking & Rotation” to sort empty carts during stocking instead of afterward.
- Create a routine checklist to minimize unnecessary back-and-forth during stocking.

3. Governance Models:

- Use a time tracker to compare store-specific patterns, identifying stores where inefficiencies occur.
- Establish a protocol to handle delays during the check-in process (e.g., assign a backup DEX device).