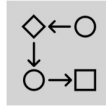


**Group Assignment 1:
Process Flow Analysis and Improvement in a Restaurant Setting**

15 POINTS MAX



Objective:

This assignment is designed to provide you an opportunity to apply the principles of operations management to a physical setting, a busy restaurant or cafeteria near the campus. Work in a group to improve the current processes and justify your recommendations for a new process flow.

Assignment Description:

For this assignment, you are tasked with visiting a restaurant or cafeteria at peak times. Your mission will be to observe and analyze the flow of people and other processes related to customer service - specifically, customer arrival, ordering, and paying for food. If you are unsure about a specific process, you may make assumptions if they are reasonable and clearly labeled as opinion not actual observation.

Be respectful and discreet during your observations to avoid disturbing others in the restaurant.

Your deliverables will include the following:

1. A process map illustrating the current situation. This should clearly differentiate between "front of the house" (customer-facing) processes and "back of the house" (kitchen and other behind-the-scenes) processes. Identify the bottleneck of the current operation and justify your reasoning.
2. A new process map that proposes a more efficient arrangement. This should show how the front and back of the house processes might be improved to increase the overall effectiveness and efficiency. Identify the potential bottleneck of the new operation and justify your reasoning.
3. A brief report (no more than one page) that includes the name of the restaurant and summaries your observations, analysis, and proposed improvements. Your analyses should be supported by operational management principles covered in the class. Explain why you think your suggestions for improvement would provide value to the restaurant if implemented.

Submission:

Both the current state and proposed state process maps, as well as your one-page written summary, should be submitted as a single PDF document by the specified due date.