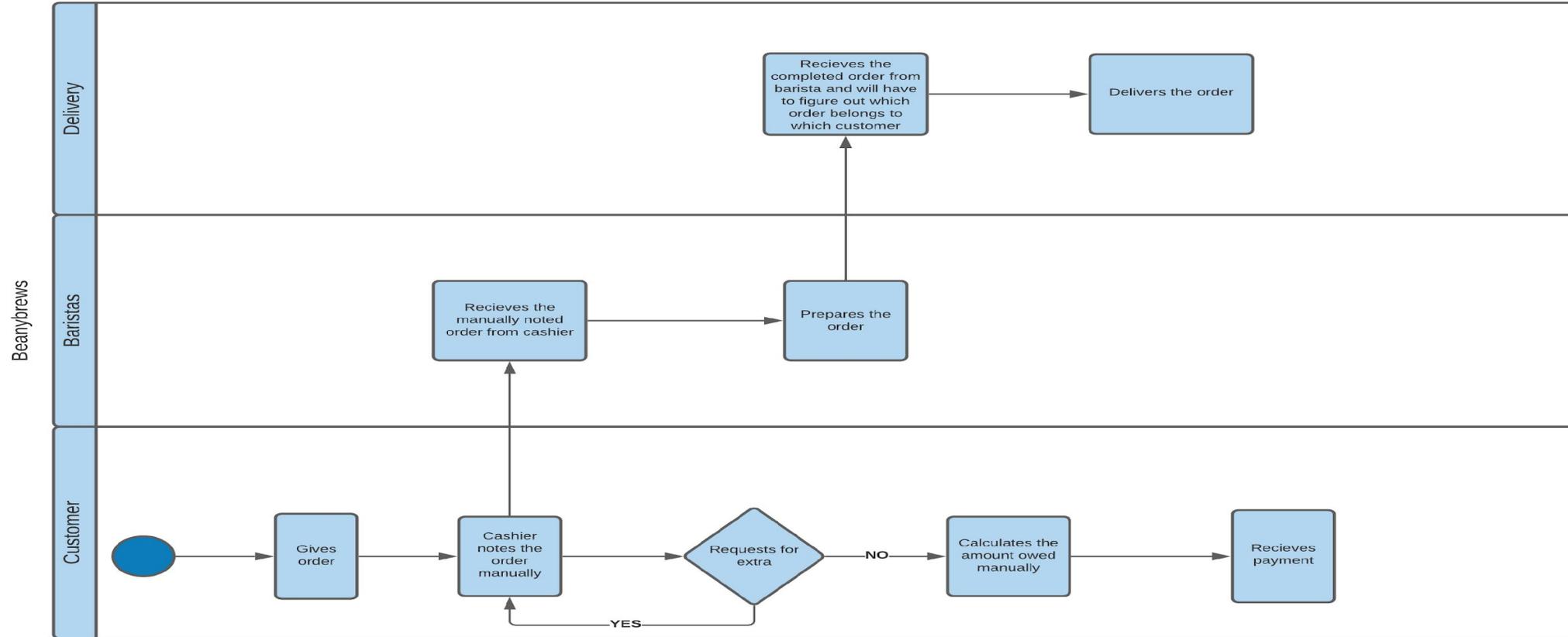# AS-IS PROCESS MAP of Beanybrews
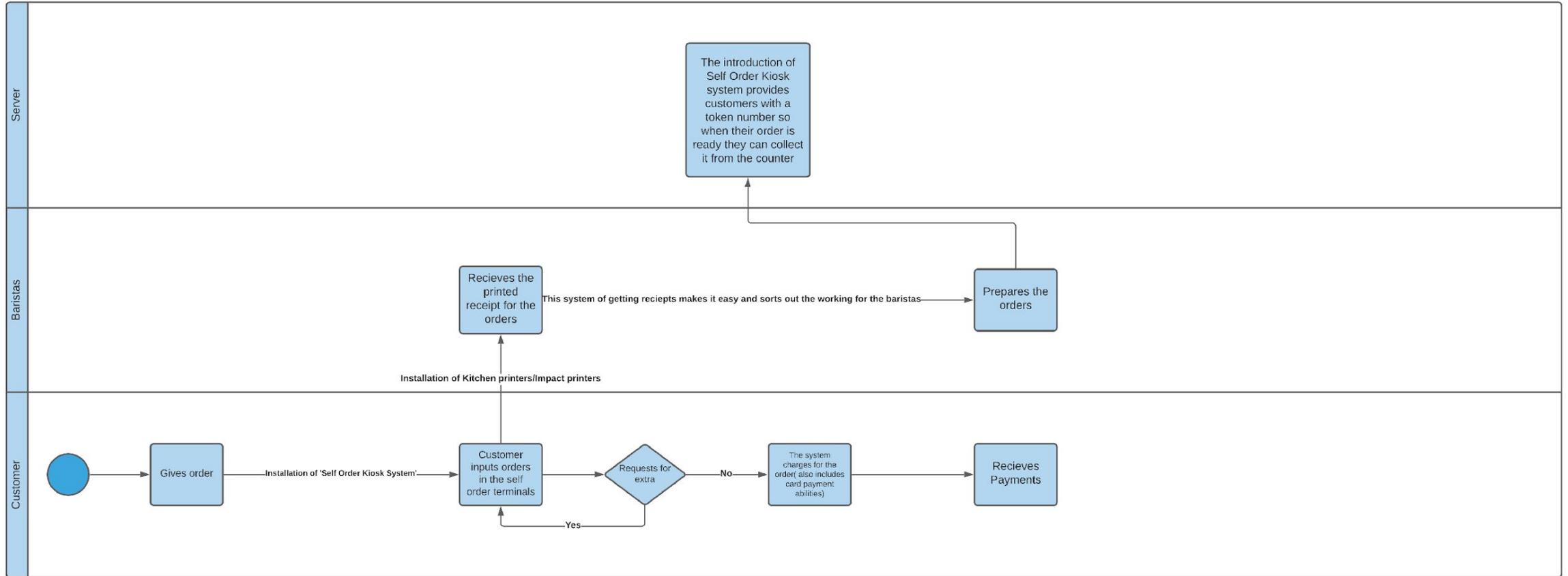
By: Deepansh Vashishta

EXPLANATION

- So as we take a look on the AS-IS process of the Beanybrews we can notice that all the operations are manually done like the cashier noting the orders and then manually calculating the amount due.

- This resulted in low customer satisfaction as the calculations done manually have a higher percentage to be inaccurate.

- If the orders are noted then there is a high possiblility that the baristas can get mistaken for the order. The reason for this can be the handwriting of the person noting the orders or a lot of number of orders.

- Ultimately this results in confusion and reduces the effectiveness and quality of the food.

- Then the confusion results in servers serving the wrong orders to the customers, resulting in low customer satisfaction level.

TO-BE PROCESS MAP of Beanybrews

Server

The introduction of Self Order Kiosk system provides customers with a token number so when their order is ready they can collect it from the counter

Baristas

Recieves the printed receipt for the orders

This system of getting reciepts makes it easy and sorts out the working for the baristas

Prepares the orders

Installation of Kitchen printers/Impact printers

Customer

Gives order

Installation of 'Self Order Kiosk System'

Customer inputs orders in the self order terminals

Requests for extra

— Yes

— No —

The system charges for the order(also includes card payment abilities)

Recieves Payments

EXPLANATION

- So I designed a To-Be process for solving the problems of Beanybrews.

- So the first change will be changing from the manual to the computerized way of taking orders. For this we can install the 'Self Order Kiosk Systems', which will result in the ease of placing orders for the customers along with providing ease of payment and accurate calculations for amount due.

- This will increase the customer satisfaction and will also reduce the costs for the restraunts as the cashier's job won't be needed anymore.

- This system provides the customer with the receipts with their token number mentioned on it. Now this results in decrease in costs by removing the need of servers as the customers would collect their orders from the counter once it is ready.

- The installation of kitchen printers will improve efficiency and increase the quality of the food as it will reduce the confusion for the baristas and makes it easy for him to prepare the order.