Coffee Ordering Process

Order

110 Get Menu Card / Approach Terminal

- Article Number
- Price
- Item Description (not specification)

120 Select from Order Terminal on table

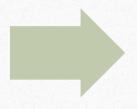
- Article Number
- Quantity
- (Could make process leaner)

130 Check Availability & Lead Time

- Check Ingredients
- Check Equipment & Staff availability
- Lead Time

Order

140 Payment



Pay successful / failed

150 Sending order to Kitchen

Confirmation
 of order Start
 Preparation

Preparation



Preparation

240 Execute Production Process

- Produce order
- Confirming critical control options

250 Confirm Order Execution

- On touchscreen
- Waiter receives order executed notification

260 Place products on counter

 For handover to delivery (waiter)

Delivery

310 Waiter confirms on counter touchscreen



- Visual check:Correct products& quantity
- Read Table number
- Coffee approaching message sent to table

320 Waiter picks up order and approaches table



330 Waiter puts coffee on table

Delivery

340 Waiter confirms delivery on table terminal

350 Feedback message appears on table terminal

 Possibility for process improvement (yes / no happy with order – > no results in waiter approaching again)

Number																
Quantity of articles	X	X			X	X	X					X				
Item Description	X											X				
Speficiation (Receipe)					X	X	X	X	X							
Order Status (Pay, Finished, Delivered, Feedback)				X						X	X	X		X	X	
Equipment Status			X					X	X							
Staff Status			X													
Ingredient Status			X					X	X							
Ingredient Availability			X					X	X							
Lead Time			X					X	X							