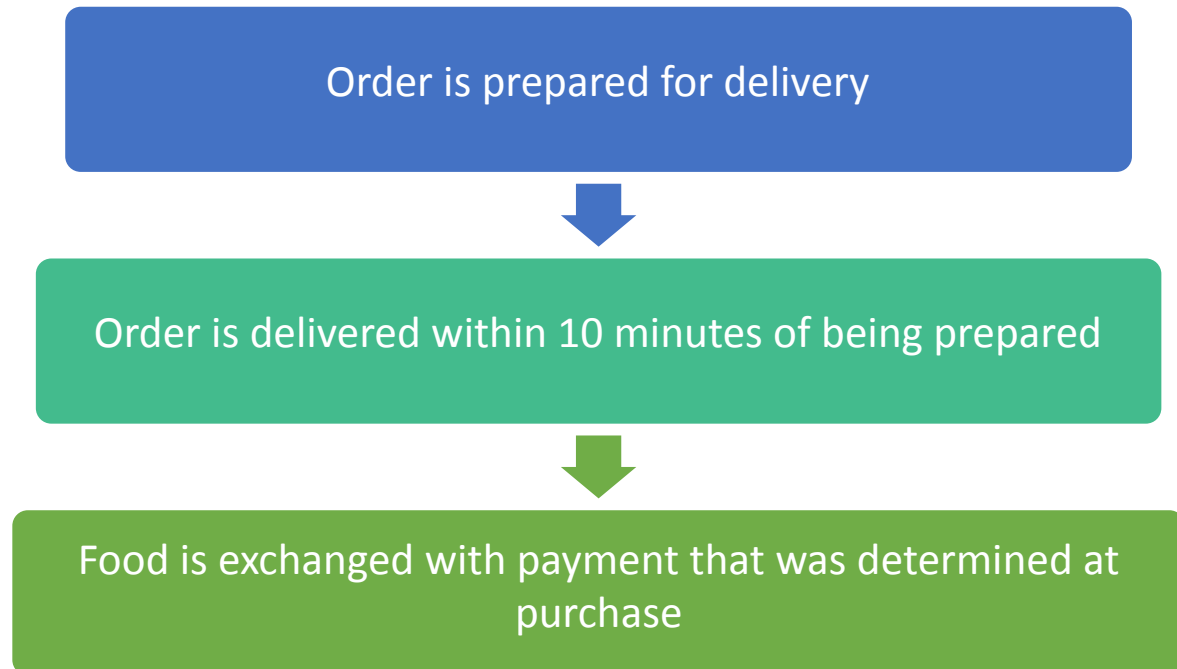


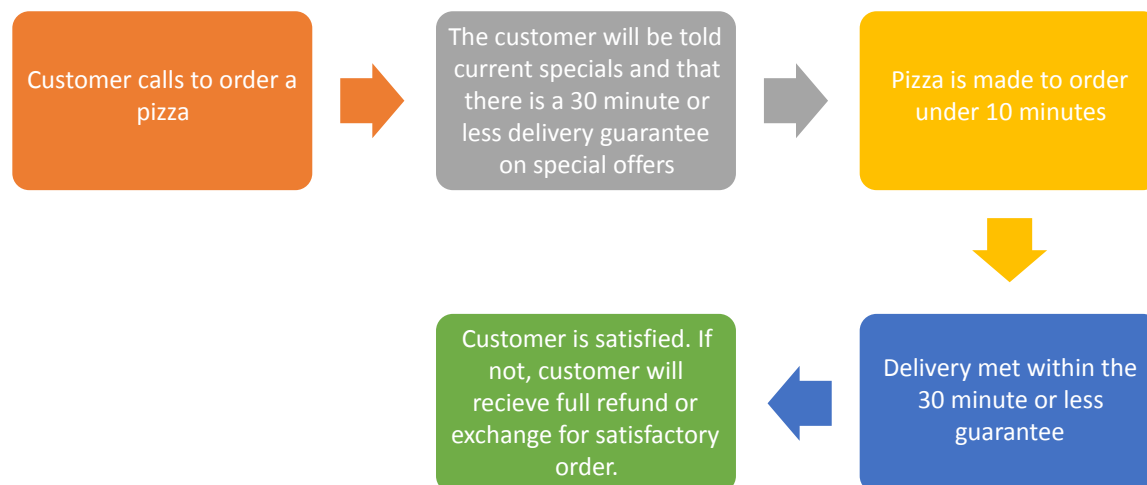
Robin Webb

Case Study Intervention

Before Map



After Map



The process was flawed in the first map because it does not include a timeframe for pizza preparation. Knowing how long the pizza will take to be prepared is essential for timely deliveries. This flaw was improved by adding a pizza preparation timeframe. This situation is appropriate for a process map because it provides a clear step-by-step guide on what is expected when preparing and distributing delivery orders.

Update: Based on feedback from customers, the process maps were adjusted to reflect customer satisfaction pending an unsatisfactory order. The previous process map did not include what a customer should expect if they were not satisfied with the order they received. This problem was addressed by stating they the customer will have to option to receive a full refund or exchange for a satisfactory order.