

Assignment 6: Plan For Your Operational Process.

Welcome back :) let me begin by saying that I'm proud of you, many people don't make it to this point, so here is a friendly pat on the back, great job!

In this assignment we will move one step forward and start designing and planning for your business processes, it's going to be fun, I promise. It's necessary to download the pdf file first if you already did so then get ready to march.

Assignment 6

For this assignment, I would like you to be an observer and an inspector, treat this assignment as a task observe, note then apply.

I also would like you to put on your organized and process thinking model; it might feel dull and repetitive at the beginning for some of you who considers themselves to be more of creative, but trust me, it's essential to build and grow a practical and consistent business.

Part 1: Study A Business Process

- Visit Starbucks, Subway, instant services professionals |, e.g. (instant photography)
- Have a comfortable seat and observe at least five separate orders process flow from start to end.
- Map down the process & steps | include timing, staffs and handling customers traffic.
 - I recommend to do multiple visits during different times of the day, see how does the workflow and number of staff and process flow changes during rush hour Vs. low demand hours.

Part 2: Plan Your Business Process

- List all the steps required for your customers to place and receive an order.
- List all the steps needed to create your product.

- Combine those lists and create one efficient and consistent process.

Tools:

- A free hour a day
- Notebook | Map down the process flow (Check the pdf file)
- Binoculars ;P | Have fun.