Improving Mama Mia's Pizzeria

One Pepperoni at a Time

Core Values of Our Team

- Transparency

- Innovation

- Improvement

- Ingenuity

- Simplicity

Mission Statement

We aim to optimize our clients' profitability and efficiency by offering solutions backed by our innovative data mining information systems.
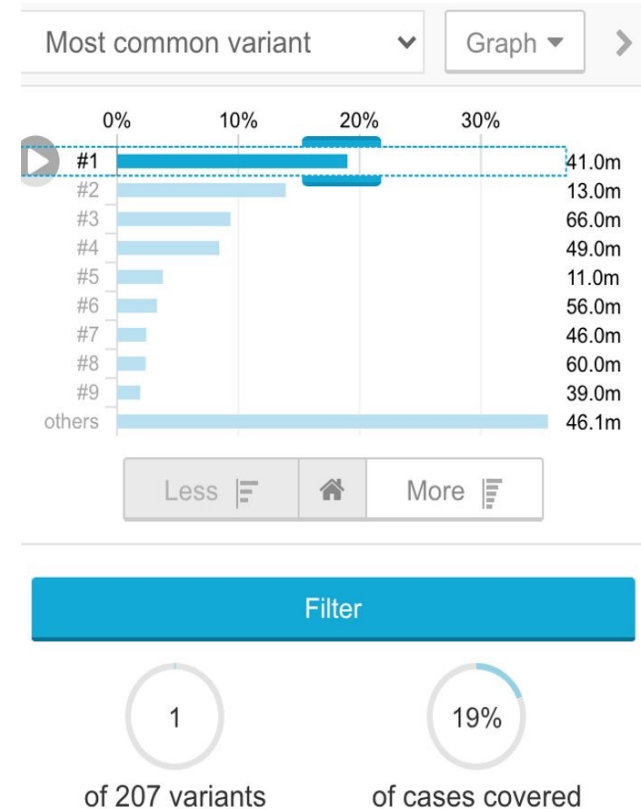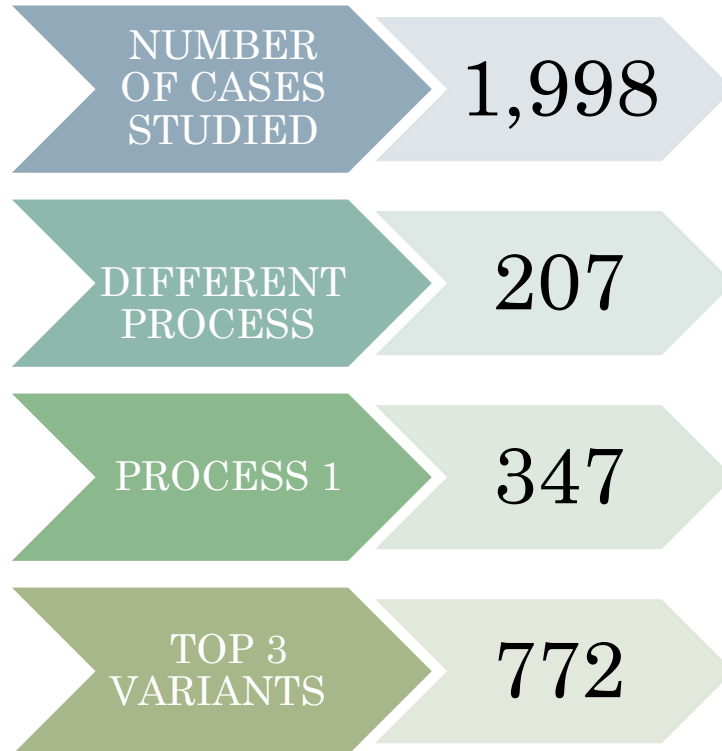
AGENDA

Data Analytics

Improvements & Implementation

Goals

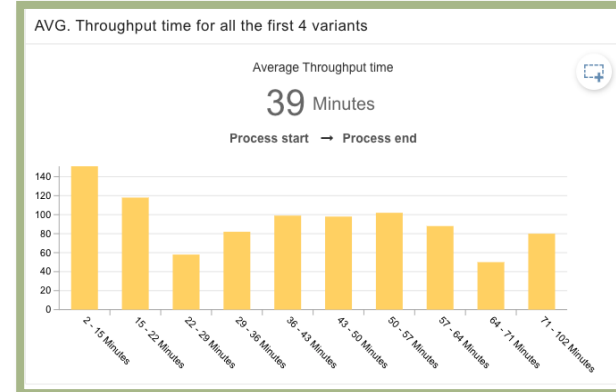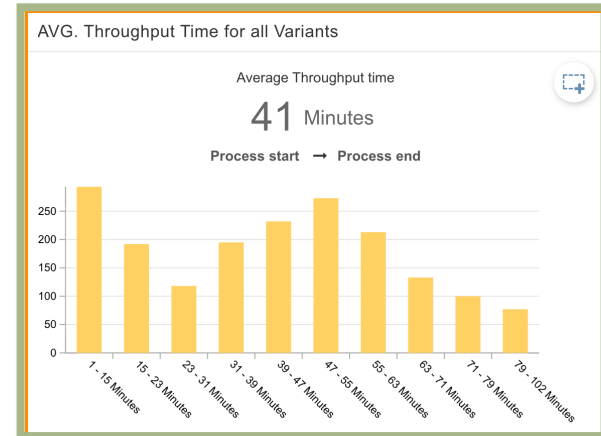# What does Mamma Mia Pizzeria Look Like Today?

NUMBER OF CASES STUDIED — 1,998

DIFFERENT PROCESS — 207

PROCESS 1 — 347

TOP 3 VARIANTS — 772

What does Mamma Mia Pizzeria Look Like Today?

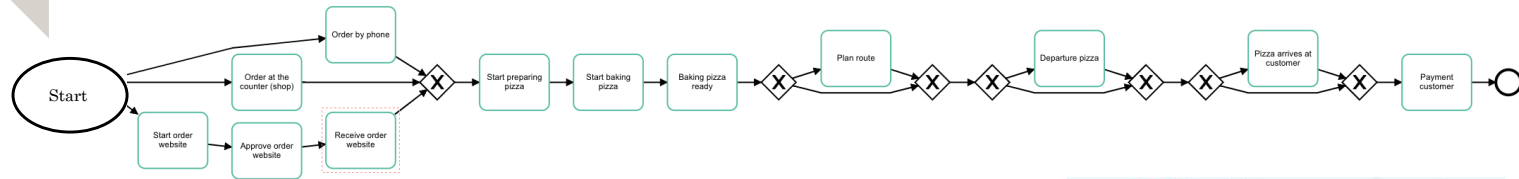### The AVG Throughput Time for all variants

- 41 Minutes

The AVG Throughput Time for the First 4

- 39 Minutes

What does Mamma Mia Pizzeria Look Like Today?

Conformance with with our process model

- Only about 33% is conforming

Total Violations affecting our throughput time

- 39 Eliminate or reduce
- With violations 47 Minutes
- Without it could be 30
- 17 minutes shorter thoughput time.

Violations Example Calling Customers

- Takes 16 Minutes longer throughput time
- Students have the highest violations.

3 Most Common Issues Mamma Mia's Pizzeria Case

Problem 1
- Receiving payment from customers

Problem 2
- Generally lengthy throughput process time

Problem 3
- Remaking the Pizza

Where we need to see growth...

Our analytics show...

- We need well-established quicker payment methods.

- We need proper training of employees to gather correct order information first time.

- We need increased efforts to decrease process time.

Improvements & Implementation

Solution #1

- Pre-pay for deliveries

- Provide more alternative payment methods

Implementation

- Market payment through mobile apps
- Receive payments over the phone
- Offer third party payment apps

Solution #2

- Station Checkpoints
- Multiple reviews during the throughput time to confirm best possible outcome

Implementation

- Checks pizza before putting in oven
- Salad station separate
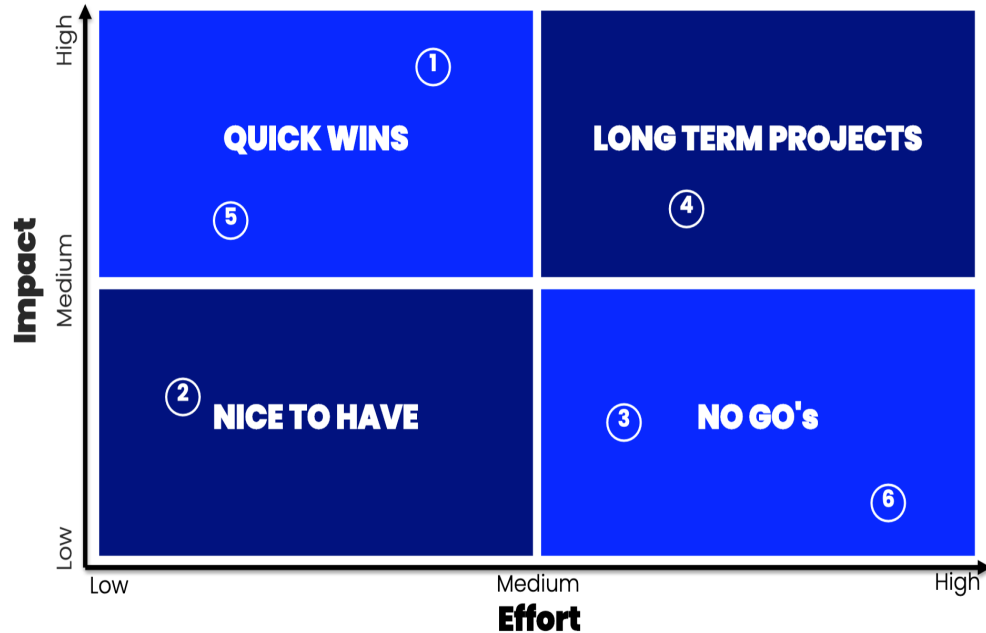- Review order before pick up or delivery

Solution #3

- Have dough pre - tossed and on pan ready to be made.

- Toppings restocked to be put on to not cause longer delay.

Implementation

- Have a sous chef to follow through these tasks and ensure they are complete every so many hours.

Potential Next Steps

1. Hire new staff
2. Social media account
3. Menu changes and the implementation of new recipes
4. A mobile app that includes incentives
5. Promotions towards students
6. TV advertising

Customer Base

Goals

Immediate Goal:

- Improve our website

- Increase sales

- Implement more common pre-pay options

Long-term goal:

- Customer Loyalty

- Expand Advertising

- Create app and social media presence to enhance mobile order popularity