

Free case study about operation management course

[Business](#), [Strategy](#)



Authentic Mexican restaurant Answer 1

Quality at this Mexican restaurant should be defined in terms of how fast customers sit, courtesy of waiters, time it takes to be served and food delicacy. These aspects make up the overall dining experience at this restaurant.

Answer 2

This Mexican Restaurant incurs several costs due to poor quality. The first cost is patrons' delay in occupying seats. The other cost is waiting excessively for beverage and main meal service for patrons. In addition, there is a cost in terms of the excess time it takes for the cook to prepare a meal, owing to low quality ingredients.

Answer 3

The first tool to assess quality is a flow chart. An outline of the entire process from sitting to patron exit is critical. A possible improvement of quality is an extension of the dining area to the outside part on Saturdays. This will reduce the 45 minute wait. Another tool is the Balance Scorecard. This will give quality dimensions from employees and patrons views. Ingredient quality can be improved, as a result.

Pizza wars in campus Answer 1

BSB Inc. has a mission of providing high quality and diversified food services conveniently to campus staff and students. Its competitive advantages are its ability and flexibility of its personnel to deliver pizzas in the campus.

Answer 2

Answer 3

The major impact of the food court is increasing competition for Renee's operations. Her competitive priorities will involve increasing delivery rates and increasing pizza combinations.

Answer 4

Changing her competitive priorities will alter her operating processes by increasing the personnel for delivery. Her capacity decisions will revolve around strategies for competing in campus. This is due to the entrance of many competitors.

Answer 5

The best flow strategy is order for pizza, prepare, deliver and get paid. Conducting this flow strategy in a fast manner will increase her competitiveness.