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| Site Visit | | | | | |
| 12.12.2015 | | 11:30 AM | | SIS Lvl 5 | |
| Meeting called by | Professor Kam | | | | |
| Type of meeting | Supervisor Meeting | | | | |
| Facilitator | Professor Kam | | | | |
| Note taker | Yap Jessie | | | | |
| Timekeeper | NIL | | | | |
| Attendees | Oh Peng Ho, Yap Jessie, Professor Kam | | | | |
| Project Acceptance | | | | | |
| 30 MIN | Oh Peng Ho | | | | |
| Discussion | Sharing of Project Sponsor   * Teppei Syokudo, which is a Japanese restaurant with a takeaway concept * Project is three-fold: 1) evaluate effectiveness of current staff performance KPIs, so as to find out whether these are the right KPIs, 2) develop new detailed staff performance KPIs specific to different appointments (staff and manager). We should also provide numerical targets thereafter. 3) Provide recommendations in a handbook/manual to improve staff performance in accordance with KPIs. * Project will cover 2 outlets, Millenia Walk and Republic Plaza * Type of data available: Sales data broken down by products, Labor data broken down by days of the week, POS system data | | | | |
| Conclusions | Labour Productivity KPI   * Data set has to be in the form of per hour and indicate whether each staff is there during that hour * Find out if there’s better way to further categorize and ascertain staff who’s at cashier   + Is POS system able to record who’s working there?   + Does Roster show? * Training manual out of scope   Market Basket Analysis   * If able to get the data and conduct analysis on products purchased, would be good for project and interesting to analyze | | | | |
| Action Items | | | Person Responsible | | Deadline |
| Confirm Teppei Syokudo as sponsor | | | Tan Jhun Boon | | 1 Jan 2015 |
| Request for dataset | | | Tan Jhun Boon | | 1 Jan 2015 |