Process Map for Total Quality Management

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After visiting Terrapin Restaurant” I observed that the head management in the firm is quite aware of what is expected to form them by the organization. However, there still are areas that I felt were not fully achieved, and would like to make some recommendation for the areas. Although the area of time customer consciousness, grooming, communication and even cooking were well managed, the areas of convenience, accessibility, customer satisfaction, time flexibility, the spread of variety; change management and client segmentation till have something achievable to add. Below is a process map for quality improvement and management.

Step One- Identifying the Problem

* Environment Assessment
* Terrapin Restaurant is located in an area of a mixed demographic setting where there is a stiff competition in the catering and hospitality services. Several other competitive restaurants have adequate parking areas, are located at more convenient places toward the outskirt of the city and therefore have the advantage over Terrapin Restaurant.
* Terrapin Restaurant has used its current menu for the last two financial years without any addition of an extra meal. The provision for the price of the meals is not very fair to all the clients since it takes the assumption that all of its clients are of the same economic status.
* The quality does not only entail the taste, color, texture, temperature, grade, and durability of food (products) but more particularly entails the convenience, accessibility, flexibility, uniqueness, efficiency, and compatibility of services to the client's expectation (Bryson, 2018). To achieve this aspect of quality, Terrapin Restaurant has the task to revise on their delivery services approaches and improve the quantity, time convenience, and meal accompaniments.

Step Two: Activities to Do

* Persuasion of Mission and vision

The mission of Terrapin Restaurant revolves around making services customer based and ensuring the delivery of top quality services for full customer satisfaction. Below are the various activities that the firm will perform to improve its quality toward the achievement of its strategic mission and pursue the course of achieving its vision which include the achievement of a drafted institutional expansion, increased labor force, expanded market circle, To attain flexibility, the management board is going to hold scheduled meetings for two consecutive days, to revise on the working hours, employees work shifts, improve night accommodation, and to deliver orders for all meals as per clients specification.

*  Procurements management will improve the stores to avail all kind of foodstuff for recipes to enhance spread the menu variety.
*  To achieve convenience, the top management will consider expanding the packing space and cut the charge for car parking per hour.
* To create convenience, accessibility, and rationality, the firm will build separate dining tables and will segment the services into price differentiated sections.
* Boardrooms will be renovated and improved with new facilities and also segmented accordingly in price, facilities, and privacy.
* To improve client security, the management will liaise with the security agency and obtain an additional one police guard.
* There will be more depart mentation of services with each department serving under different leadership.
* However, services will be under the same roof. For instance, coffee, snacks and drinks, fries and all kind of meets, kitchen, fruits, accommodation, security, stores, utensils and attire will be managed under differentiated supervision.
* The accounting department shall revise the pricing and perform client’s segmentation into relevant classes
* The planning department will expand the variety of the meals to cater for all the groups.
* The IT department of the restaurant will improve the firm’s website with a Client’s suggestion link on the website of the restaurant where clients will rate the services, raise complaints and voice any recommendation.

Step 3: Process Boundaries

* Guiding Principles

Before e making any changes the following are observed in the firm

1. Public/client perception, employees contribution, and participation is prioritized

2. Customer-based services/ value-based services

3. Timeliness and convenience elementary

4. Flexibility, security, and confidentiality of client

5. Fairness and equality for all clients

6. Piloting process for new changes will take two weeks

7. Legality observation

8. Ethical consideration

9. Social benefit before

 Immediately after the stock-taking of this month’s stock taking in the firm, the management will convene a two days meeting. The meeting will deliberate on the decision concerning the above-anticipated changes. The meeting will be inclusive of the entire restaurant’s management.

 Subordinate's opinion on the changes will be consulted on the third day

 a final determination will be done on the sixth day after two other consecutive meetings among the top executive board.

Step Four: Determine and Sequence The Steps

* Strategic Objectives

1. By the end of two working months, all the approved recommendation must have started.
2. By the completion of every approved change implementation, client satisfaction must have improved as identifiable from the client service ranking.
3. The progress of change implementation taken must be evaluated three times in a month.
4. By the end of the change implementation, the change agents must have followed all the sequence of the change implementation outlined in strep five below to attain smooth transition.

Step five: Flowchart

* Action plan

The implementation of the anticipated new changes in the restaurants shall follow the process outlined below:

**Planning the change documenting the flowchart for implementation**

**Consulting experts collecting clients views on the change**

**Collecting employees view evaluating the value addition**

**Projecting social, economic and convenience benefit of the change**

**Assigning mandates in a piloting program evaluating the performance of the change recommending the change for application**

**Mobilization of additional facility** Continuous assessment

Step six finalizing the Flowchart

* The firm’s management will invite the client to evaluate the overall changes made in the restaurants. All the other Stakeholders (team member, workers, supervisors, suppliers, customers, will be invited to vote their concern and rate the changes (Cassidy, 2016).

References

Cassidy, A. (2016). *A practical guide to information systems strategic planning*. CRC press.

Bryson, J. M. (2018). *Strategic planning for public and nonprofit organizations: A guide to strengthening and sustaining organizational achievement*. John Wiley & Sons.