

## PROBLEM STATEMENT

Meals on Wheels suffers lack of communication during their crunch time of meal deliveries and do not have enough workers to handle all the calls they receive. This sometimes results in missed meals being warranted, which in turn costs them money.

## PROJECT PURPOSE

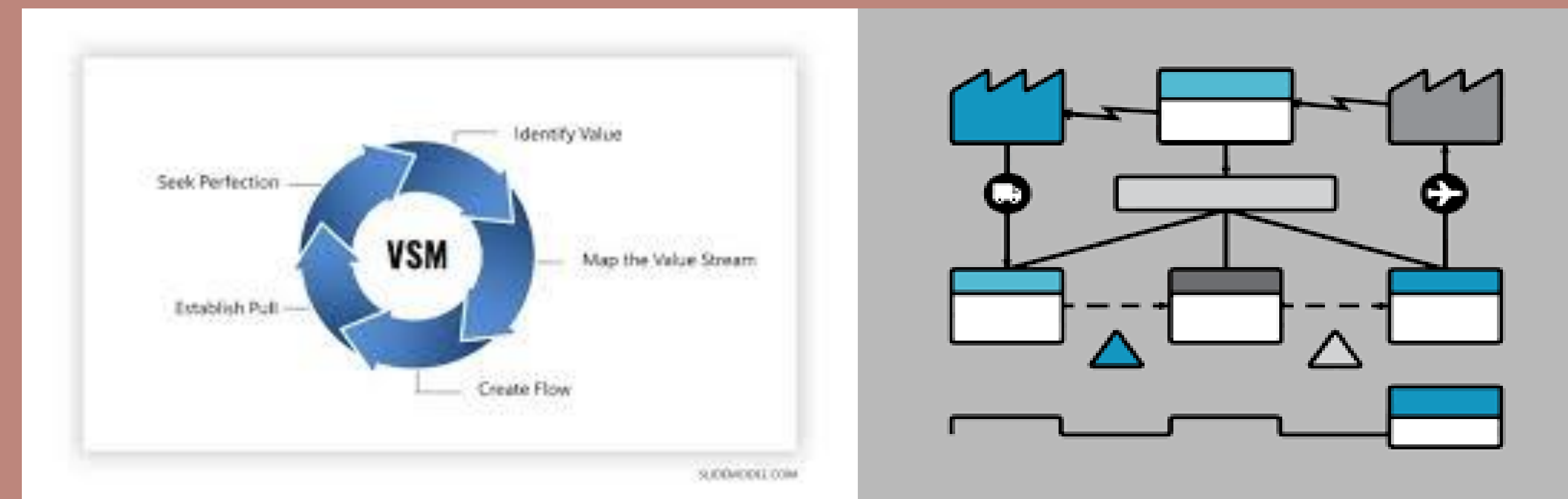
- The overarching purpose of this project is to enhance the operational processes at Meals on Wheels Central Texas.



## OBJECTIVES

- Enhance the operational process by identifying bottlenecks and streamlines.
- Improve customer service and meal delivery operations.
- Analyze the process to identify areas of improvement.

## DESIGN APPROACH



Kitchen process	Call center process	Driver's delivery process	Volunteer's delivery process
Cooking process	Places order	Loading food to vans process	Route assignment process
Food packaging process	Volunteers' & Driver's call assignment process	Meal delivery process	Collecting packaged food process
Boxing, Assembling, & Labeling process	Voicemail process	Order received to customers	Meal delivery process
Warming hot meal process			Customer receives order
Freezing cold meals process			

## FUTURE PLANS

- Plans to design a product or addition to their current products that would help reduce errors in their distribution of meals.
- Make improvements regarding the ergonomics of Meals on Wheels.
- Find ways to reduce the numbers of calls being made during their crunch times.

## HUMAN FACTORS

- We will analyze how long each worker takes to complete a task and find ways to reduce the time.
- Enhance each workers and volunteers motivation by improving production and comfortability while promoting health using engineering ergonomics.

## TEAM MEMBERS

- Jestin Young (Project Manager)
- Emma Catron
- Timi Akinbodunse

## SPONSOR/FACULTY

- Faculty Sponsor:** Dr. Eduardo Perez & Dr. Gerardo Trevino
- Sponsor:** Denise Jimenez

