

E1 Enterprise optimization – Solutions

1

Individual solutions. Suggestion:

- Resources: modern infrastructure; good teaching materials
- Teachers: competent; fair; interested in current events; teamwork
- Lessons: practical and current; welcoming learning environment; good preparation for the future, individualization is encouraged
- Students: Many manage to progress to the next grade level

2

Individual solutions. Suggestion:

The quality report is highly standardized and structured as follows:

Part	Description
Part A	Structure and performance data of the hospital <ul style="list-style-type: none"> - organizational structure - service offerings - etc.
Part B	Structure and performance data of organizational units and departments <ul style="list-style-type: none"> - processes - admission procedure - personnel and equipment
Part C	Quality assurance <ul style="list-style-type: none"> - external quality assurance - indicators
Part D	Quality management <ul style="list-style-type: none"> - policies and goals - instruments - projects - evaluation

Source: www.klinik-lotse.de

3

Existing or new measures:

- Show on the displays in which sectors the 1st and 2nd class cars will stop
- Share on displays if a shorter train is being used and in which sector it stops
- Enlarge carriage doors or invest in trains with more doors
- Build wider platforms
- Especially in bigger stations (e.g., Zurich Hauptbahnhof), widen stairs/escalators to accommodate larger crowds
- Designate separate doors for entry and exit so that the people waiting on the platform can board immediately instead of having to wait for exiting persons.
- Hire staff to help guide the passenger flow

4

a Individual solutions. Suggestion:

Order taking	Production creation	Delivery
<ul style="list-style-type: none"> - Friendly telephone conversations with the customer - At the end of the conversation, repeat the order to be sure nothing is missed - Possibility of ordering online instead of by phone - Note the customer's phone number on the order so that the driver can make contact in case of a delay or difficulty in finding the address - Number the different pizzas to cut down on confusion 	<ul style="list-style-type: none"> - Reasonable arrangement of work objects (dough, toppings, oven, baking sheets) - Prepare several pizzas at the same time (reduction of individual working steps) - Additional pizza ovens 	<ul style="list-style-type: none"> - Inspect and compare pizza and order prior to delivery in order to avoid mix-ups - Pre-printed menu on the box allows for the ordered items to be checked off - Meaningful grouping of individual deliveries - Friendliness - Punctuality - Make sure that no pizza sits in the car too long - Navigation system or local knowledge

b Individual solutions. Suggestion:

- Fold pizza boxes
- Clean and fuel the car
- Clean the kitchen
- Check inventory and restock
- Cut and prepare ingredients
- Make a list and go shopping
- Wash dishes
- Do bookkeeping

5

a Internally: quality improvement

Externally: verification of quality and image management

b Individual solutions.

6

This statement emphasizes the relevance as an enterprise to provide the highest possible level of customer value. The goal is to achieve high customer loyalty because a satisfied customer will make repeat purchases ("customer returns"). If the customer is not satisfied with the performance of the enterprise, he will return the product and likely choose another store ("not the product").

Example:

1. I buy a cell phone. It works flawlessly. After a few years, the same company launches a new phone. As a satisfied customer, I will buy my next phone from the same company.
2. I buy a cell phone. The battery will not charge. The defective phone goes back to the manufacturer for the battery to be replaced. Next time, I'll buy my phone from the competition and hope that its product better corresponds to my expectations.