

Building up a canteen systemigram

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Motivation

- “Our canteen is not working well. We’d like to get some insight into it. [*In terms of basic concepts see information model*]. A decrease in the amount of meals we produce for distribution [via meals on wheels] will decrease ‘spare’ food, and then reduce choice for paying customers, and therefore less in-house trade. If we reduce prices this is likely to increase purchases, but could reduce margins. Some investment in seating area to improve ambience is likely to increase purchases, but investment increases costs , so reduces margin. ...

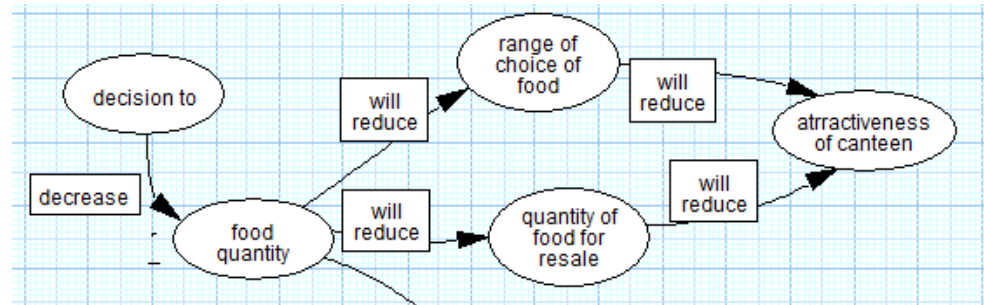


Motivation

- ... If we increase range of food produced, this is likely to increase trade. We could reduce costs by reducing wastage somehow. Perhaps we could also increase revenue by marketing better; to allow members of public to buy food might involve physical rearrangement of building (public vs staff only areas). Staff motivation is sometimes poor; perhaps motivation could be improved by developing staff to move between roles (preparation, serving, clearing, distribution...), but would involve training costs?

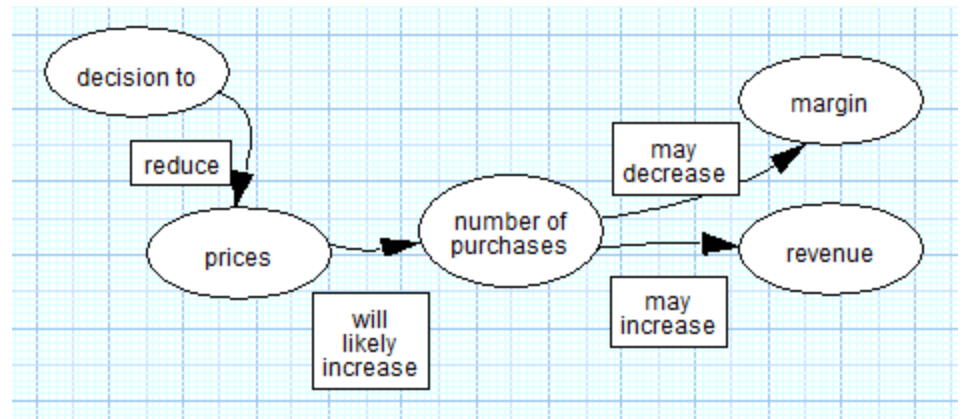
Food choice / production

- A decrease in the amount of meals we produce for distribution [via meals on wheels] will decrease 'spare' food, and then reduce choice for paying customers, and therefore less in-house trade.



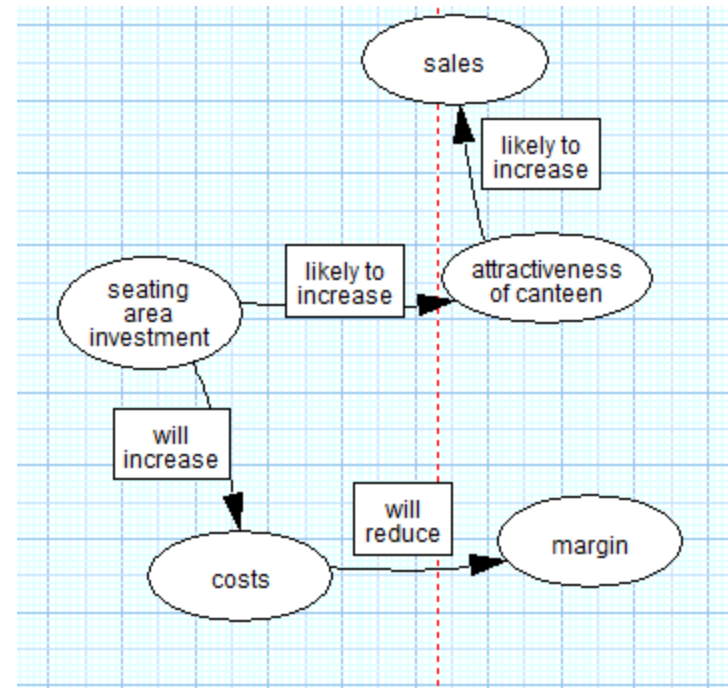
Prices

- If we reduce prices this is likely to increase purchases, but could reduce margins.



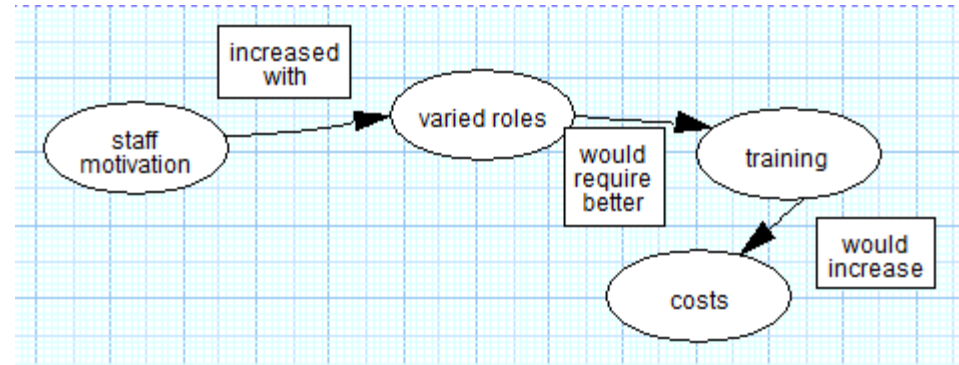
Ambience

- Some investment in seating area to improve ambience is likely to increase purchases, but investment increases costs, so reduces margin.



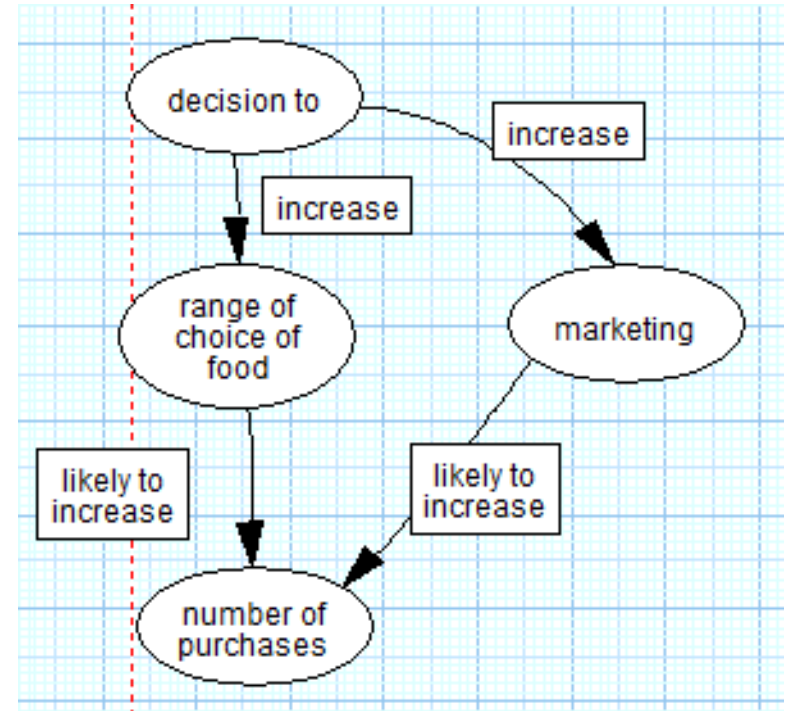
Staff motivation and training

- Staff motivation is sometimes poor; perhaps motivation could be improved by developing staff to move between roles (preparation, serving, clearing, distribution...), but would involve training costs?

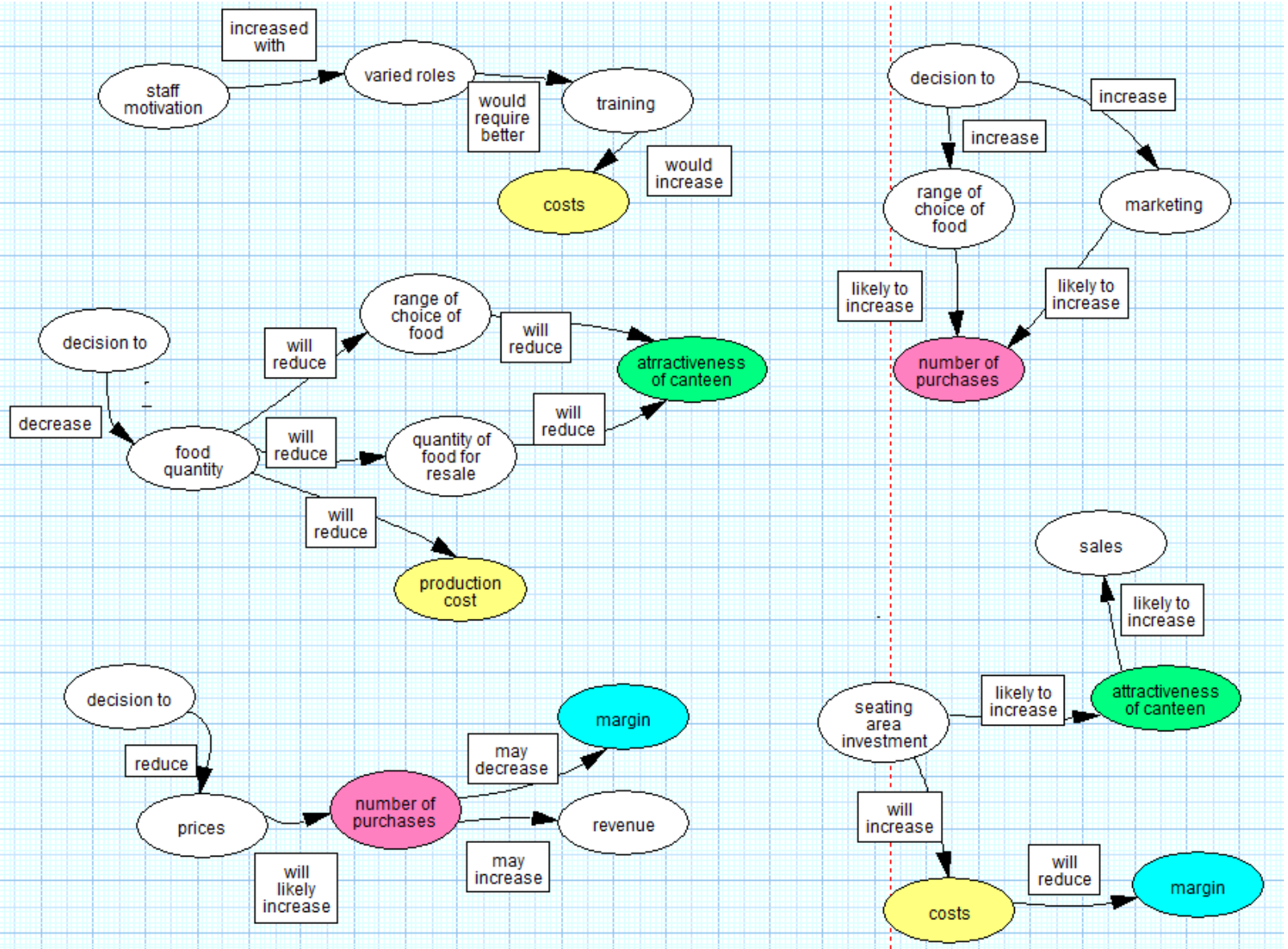


Range of Choice and Marketing

- If we increase range of food produced, this is likely to increase trade. ... Perhaps we could also increase revenue by marketing better



Systemigram



Issues

- Not all parts of explanation modelled.
- ‘model’ not integrated: we have distinct systemigram fragments.
- Some confused concepts: production costs; costs?
- Danger of ‘connection traps’ (information modelling term):
 - E.g. If we consolidate the two instances of ‘range of choice of food’, and its relationships, we end up with two ‘ins’ [increase, will reduce], and two ‘outs’ [likely to increase, will reduce], so resulting diagram could be read: decrease -> food quantity -> will reduce -> range of choice of food -> likely to increase -> number of purchases.