

Assignment Title: Basil's Bakery

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1. Basil's Bakery, is a family business in UK, producing fresh bread, cakes, pastries and sandwiches for customers anywhere is located and regular business customers who buy larger quantities than individual Local. The primary issue stems from an outdated inventory system and a manual production method.

cafes, and chops, small restaurants pubs and convenience stores. It was a good reputation for quality products that are newly made, the operational business faces challenges, include basic product frequent in short supply over production, long waiting times at busy periods and the staff rushing tiredness, high pressure, mistakes especially in busy time. The main cause is informal working practices unclear; the decision make should base on team role experience than structured processes date leading to inefficient and risk to customer satisfactions

2. Propose of the solutions 1: processes and clear Team Roles, the solution involve creating standard Operating procedures tasks including recipes production schedules quality checks and customer service. Also applies Belbin's roles model to see natural problem to clear responsibilities for if one of staff member be a coordinator to manage workflow, other Executer to follow the plans and the last completer-finisher to see the quality. Could remove confusions and ensure frequently to reduce over-reliance on the owner. lot of stress, mistakes blame to each other's. By explain better the system will bring different way to the process management reducing duplicate work everyone will understands they Role in the team. this will cut down unnecessary human mistakes repeatedly it creates well organized operation system and reduces dependence to the owner decision daily to operating alone and ensures the bakery delivery running perfect consisting in the quality every day. Eliminating human errors in ordering prevents costly material stockouts and minimizes ingredient waste

Solution 2: Date-Driver stock and production planning, this solution implements a simple daily record-keeping system to monitor number of volumes, popular items, and seasonal trends. Using this data, the bakery can assess business demand and plan production quantities, therefore. This reduces food waste, prevents stockouts, improves cash flow, and ensures resources are used efficiently. It moves decision-making from speculation to evidence-based choices.

Proposed solution, Processes and clear team Roles.

The solution focuses on establishing clear workflows and responsibilities by creating standard operating procedure SOPs covering recipes, production schedules, quality checks, and customer services. It applies Belbin's Roles Model to assign natural functions to staff. A coordinator oversees the workflow and aligns tasks. Implementers and Executors carry out production and service plans, and a Completer-Finisher ensures quality standards are met. This structure removes ambiguity, reduces work-related stress, minimises mistakes, and eliminates blame between team members.

3. Evolution of solution using PESTEL Analysis.

The strategic fit of the preferred option, the system, is rigorously assessed against the external environment using the PESTEL framework (Political, Economic, Social, Technological, Environmental). This ERP (Enterprise Resource Planning) system is assessed against the external environment; this confirms the system aligns with political and legal requirements such as digital tax and regulator compliance. Economically, it automates operations, helping offset rising ingredient and energy costs. Socially, it delivers data-driven insights to improve decision-making. Environmentally, it supports efficient resource use. Overall, the ERP system is a robust strategic choice that adapts to market changes and external pressures.

Results and Preferred Solution Selection. The PESTEL analysis confirms that the digital ERP system is very compatible with actual external pressures. Politically and legally, this simplifies digital tax and business regulatory compliance. Economically, it automates operational control directly and protects the bakery from ingredient inflation and social issues, satisfying the modern consumer for rapid fulfilment and supply chain link. Ultimately, the technological benefit of the data-driven analytical tool is high.

energy costs associated with physical machinery as a result. ERP system is was provide as optional corporate strategy for any business.

4.Risk Analysis and Feasibility. Risk Analysis of the Selected Solution, implementing and ERP system introduces specific risk that require careful moderation.

Comprehensive risk of framework was constructed to analyse the integrity threats:

initial staff resistance to change likely medium impact. Staff may feel new rules

restrict their flexibility. Initial time investment, high likelihood low impact. Time

spends writing procedure and training may reduce productivity temporal.

Inconsistent compliance medium likelihood medium impact procedure may not be

followed consistently without supervision. Cost low likelihood, low impact. Costs are

limited to paper or digital templates. Mitigation includes explaining benefits,

involving staff in drafting rules, and using simple's checklist.

5.Feasibility of the solution. The selected solution is highly feasible. It requires no large financial investment, only time and commitment from the owner and staff. The bakery already has the necessary knowledge and skills; it only needs to formalise existing good practices. While there is a short-term gains reduced confusion, fewer errors lowee stress, and easier training for new staff. The benefits align directly with the business goal of improving reliability, quality, and customer satisfaction.

- Implementation Plan. The plan is rolled out over 8 weeks to minimise disruption. Week 1and 2. Preparation review current workflow list, all key task and map responsibilities using Belbin's Team Roles, draft standard operating procedures for baking, quality checks opening and closing routines.
- Weeks 3 and 4 Training introduction. Hol a team meeting to explain changes and benefits Distribute draft procedures and agree on final versions. Provide hands on training and create quick reference checklist.
- Week 5 and 6 trial Period. Run the new procedures during quieter shifts first. Ask staff for feedback on what works and what does not.
- Week 7 and 8 adjustment and Full Rollout. Revise SOPs based on feedback. Apply the new system to all shifts. Ongoing hold a 10-15 +- minute review meeting every week to maintain standards.

Rationale for the Plan. The order and timing are designed to reduce resistance and avoid disruption daily sales. Preparation first ensures all information is clear before training. Testing in low demand periods lets the team learn without pressure. Assigning specific roles and timeline keeps the process on track. The owner leads the planning, while supervisors deliver training and daily checks. Short, regular reviews ensure the changes became Patrice rather than one off adjustment.

- Performance Measurement. Key Performance indicator Percentage of products meeting agreed quality standards.
- Objectives, Specific Ensure all bread, pastries and cakes meet set standards for size, weight, freshness and appearance.
- Measurable target 85% of items passing quality checks each day. Achievable build on existing skills with clear written guidelines.
- Relevant. Directly improves customer satisfaction and reduces waste.
- Time bound. Achieve and maintain this level within 8 weeks of starting the plan.

Monitoring and Evaluation. The Key performance Indicator will be tracked daily using a simple checklist completed by the supervisor during each shift. Result will be recorded in a logbook. Weekly reviews will compare the percentage of products meeting standards against the target. If results are below 85% the team will review procedure or provide extra training. If the target is met consistently, the solution is deemed effective. The date will also be compare against waste levels and customer feedback to confirm wider improvements.

Key Finding. The main challenges at Basil's Bakery stem from informal working methods and unclear roles, not of skill.

- Established processes to defined responsibility are practical solution.
- The approach is low risk, Reasonable priced and uses existing resources.

- Execution chances step by step reduces interruption and staff resistances.
- Define objective and regular checks ensure advancements are sustained over time.
- This starting point supports future growth and further optimization such as stock planning

6. Selecting on the preferred Solution, based on evaluation, Team Role was selected as options this indicate the way that fixing the actual source of bakery's problems. Not organized the format methods set no effectively clear responsibilities. and consistent procedure even good visionary or business guessing will not be able to fix quality or service issues. This solution creates a stability in operational foundation means allow the business to implement more improvements. Like the stock planning system once the team is working successfully in control of the new method from the Team Role. Structure brought by specialist in the process for the changes.

6a. KPI and SMART Objectives

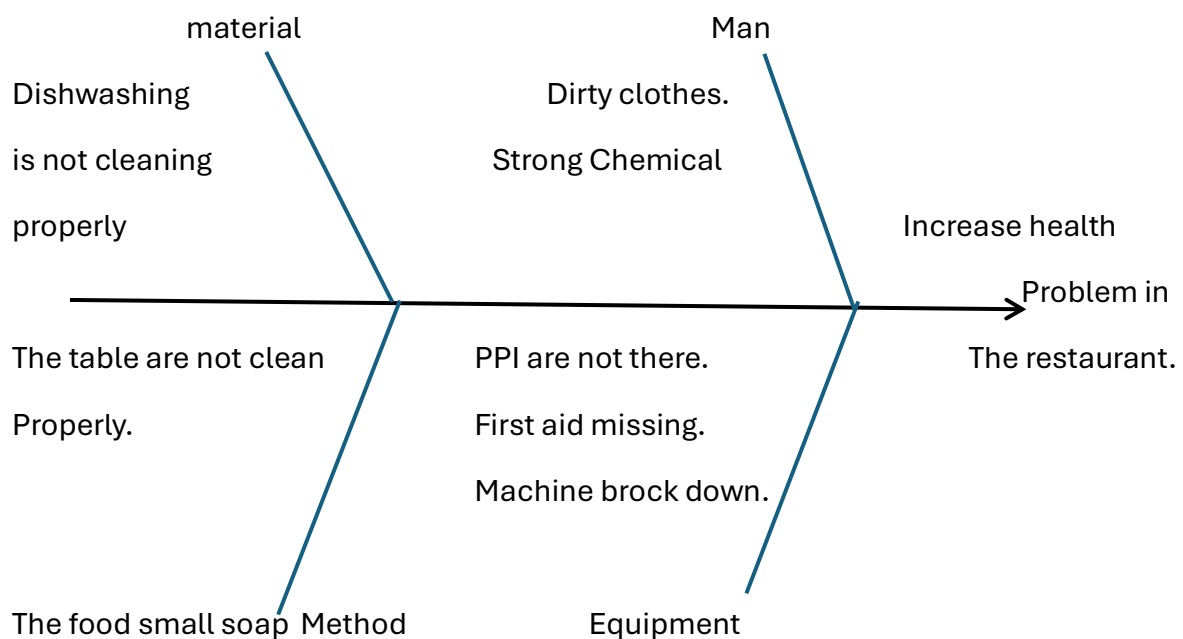
- Selected KPI: average order fulfilment time the time from receiving an order to being ready for collection for delivery.
- SMART Objectives: specific Reduce average fulfilment time.
- Measurable From 25 minutes to under 10 minutes per order
- Achievable: Enabled by ERP automation and clear SOPs.
- Relevant: Directly improves speed, customer satisfaction, and capacity.
- Time bound achieve within 4 months of full system launch and maintained thereafter.

6b. Monitoring and extracted weekly from the baseline and compared against the baseline and target. Monthly review will check progress, identify delay, and assess if training or process adjustment are needed. Constantly meeting the target conforms the solution is working, falling short signal gaps to address. Over time, the KPI will also be linked to sales trends and customer feedback to confirm improvements translate into better business performance and sustained growth.

7. Key Finding summary

- Sales stagnation stems mostly from manual workflow, unclear roles, and lack of real time data.
- External pressures like rising cost and changing customer expectations make modernisation essential.
- Analysis confirms an ERP system paired with standard procedure delivers the best long-term efficiency and scalability.
- Risk is manageable through phased rollout, training, and clear budgeting.
- Tracking fulfilment time via SMART targets provides a reliable way to measure success and maintain improvement.

Fishbone Diagram.



References:

The solution is digital Enterprise Resource Planning ERP system. (Jones 2022)

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