



Flower Power

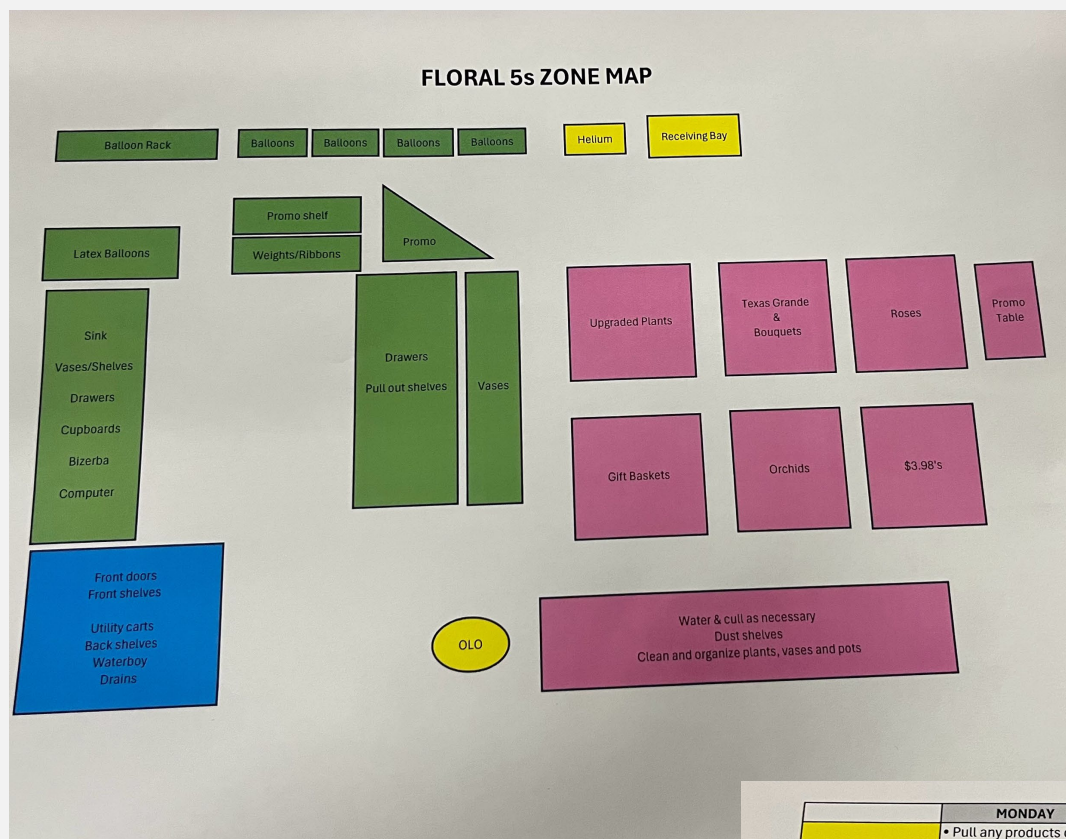
What is the goal of Continuous Improvement and 5s?

The goal of continuous improvement is to find ways to improve processes, products or services over time. Changes in business demand, trends, customer request may change overtime which is why it is vital that a company is regularly looking for ways to improve.

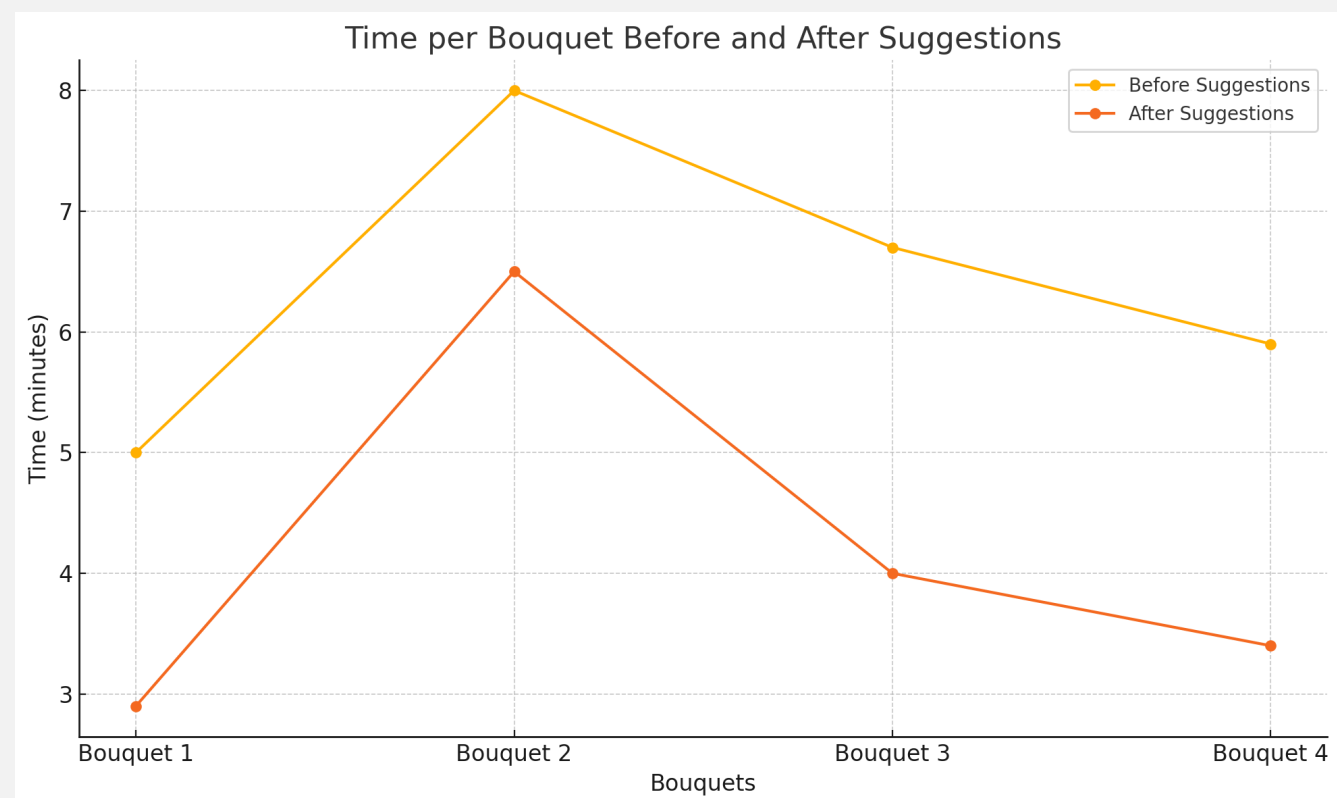
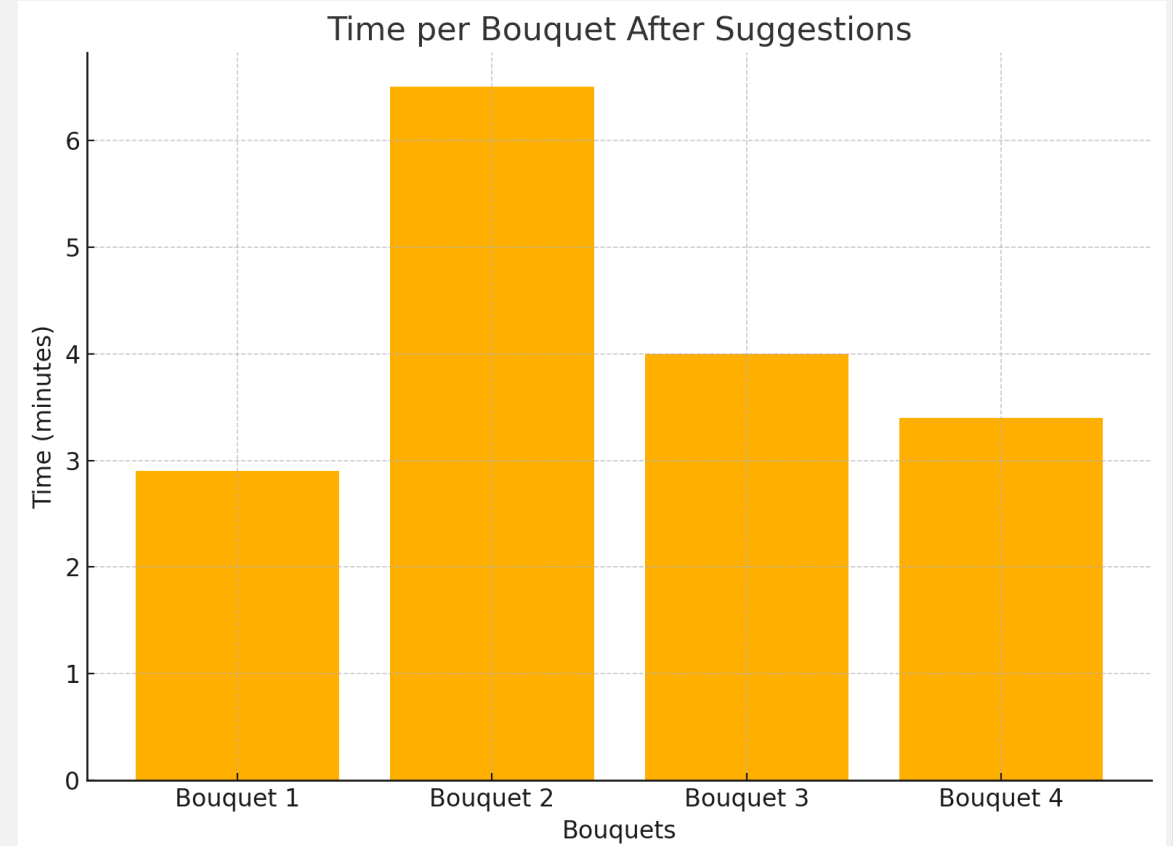
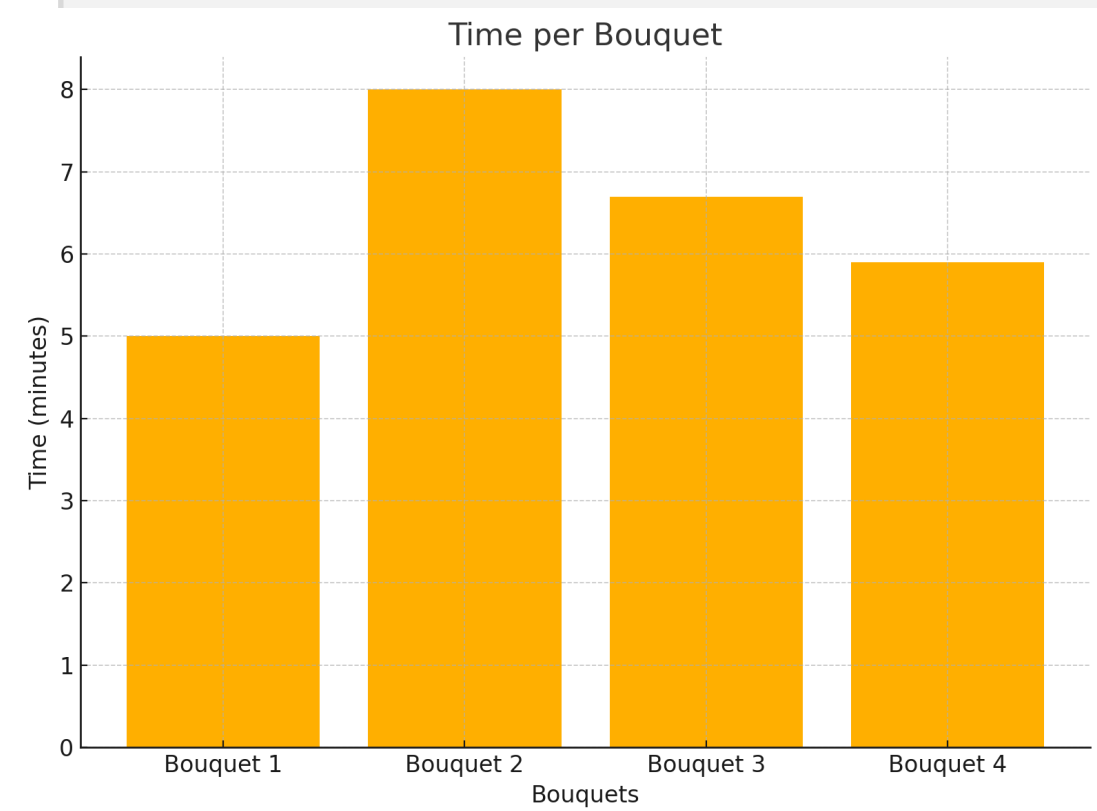
5s is a workplace organization method that originated in the 1970's at the Toyota Motor Company in Japan. 5s is a tool can that be used as part of a continuous improvement project. When translating 5s it stands for: Sort, Set in order, shine, standardize and sustain. The goal of 5s is to increase productivity and improve safety by reducing waste and making the work more consistent and organized.

5s- Implementation

Through 5s implementation the floral department has been re-organized. The working stations were Sorted by task. The goal of sorting is to make them more efficient and reduce unnecessary steps. A calendar with daily tasks by zone with a map legend was created to Standardized and most importantly Sustain the process.

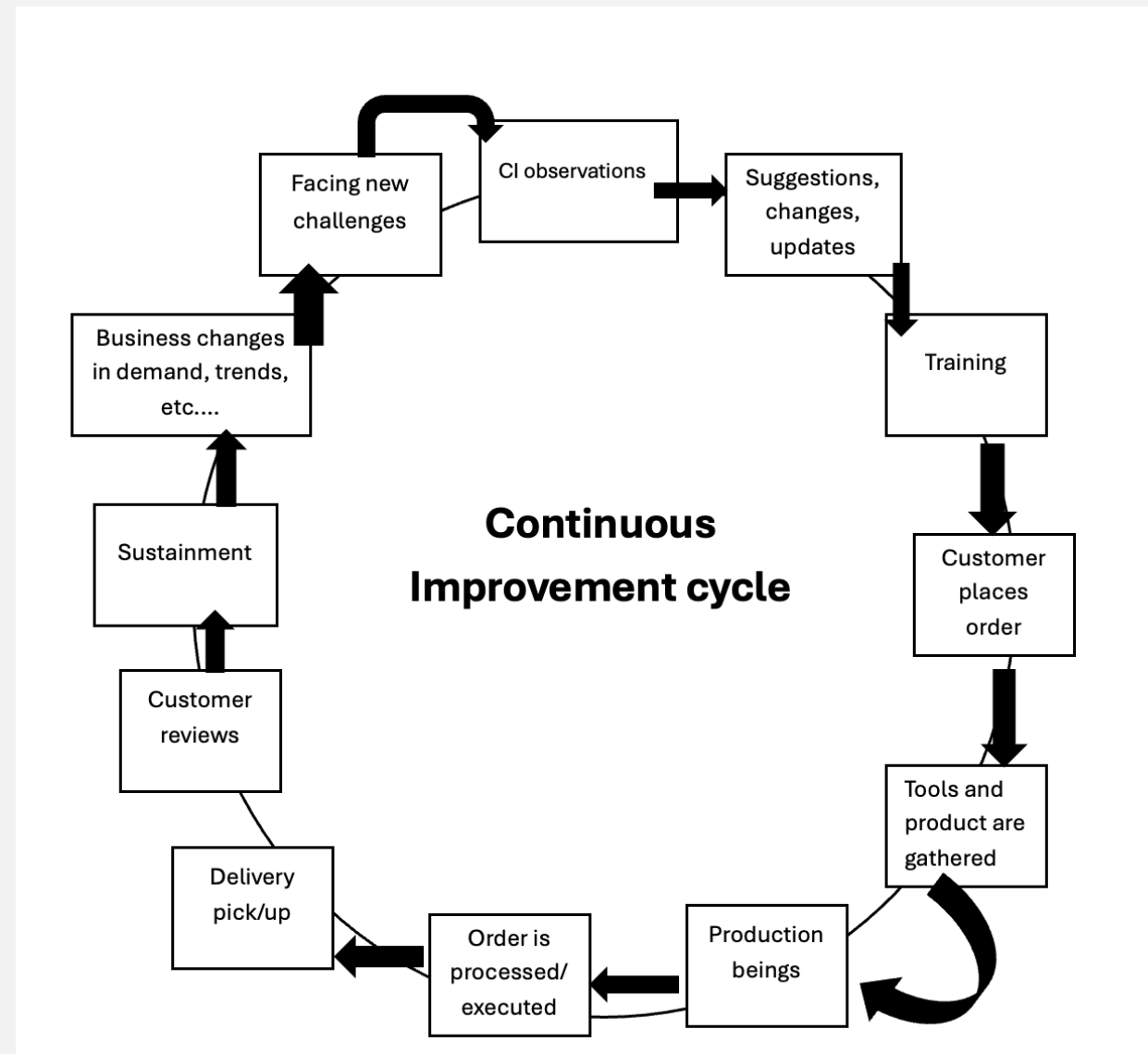


	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
WEEK 1 RECEIVING DAY	• Pull any products down from pallets that you might need in the department (cups, balloons, baskets) • Put anything you don't need on pallet and up above bay	• Make sure rental vases are on shed labeled for corresponding size	• Flip and clean up bay (sweep floor)	• Make sure silver wedding cart is clean and cleared of all products (ready to use for weddings)	• Check return vases, do we need to order more • Clean OLD
WEEK 2 COOLER	• Clean front cooler shelves • Clean front cooler windows/doors • Clean metal step under cooler doors	• Clean and organize utility carts	• Clean and organize cooler shelves • Clean any product that is low	• Clean Waterboy cooler shelves • Clean all dining • Clean vacuum, broom and dust pan	• Clean black door into cooler • Tidy up the Ruffia and anything else on the door
WEEK 3 FLOOR	• Water plants and cuties needed • Dust back wall shelves • Organize all planes and vases/pots on back wall shelves	• Clean and organize flexus (white vases, clean under tables, clean table legs) • Clean flower bag holders around TV GR • Clean any flower bag holders around TV GR	• Clean and organize flexus (white vases, clean under tables, clean table legs) • Clean any flower bag holders around TV GR • Clean and organize gift basket tables	• Clean and organize flexus (white vases, clean under tables, clean table legs) • Clean any flower bag holders around TV GR • Clean and organize gift basket tables	• Clean and organize flexus (white vases, clean under tables, clean table legs) • Clean any flower bag holders around TV GR • Clean and organize gift basket tables
WEEK 4 WORK AREA	• Clean and organize counter, vases, drawers & shelves on back wall • Clean sink and under • Wipe Bizerba • Wipe Computer	• Clean and organize counter, drawers & shelves on and around front work table • Clean and order any needed vases on front back shelves	• Clean and organize rental latex balloon area • Clean, organize and refill weights and ribbons • Order any balloons or balloon accessories needed	• Clean and organize balloon racks • Restock any numbers • Order any balloons or balloon accessories needed	• Clean and organize side promo tables • Mop floor



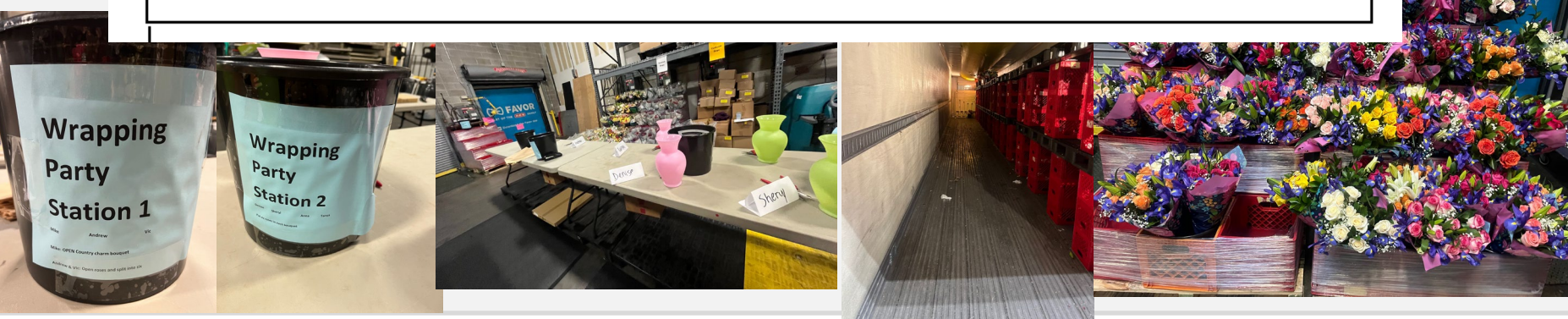
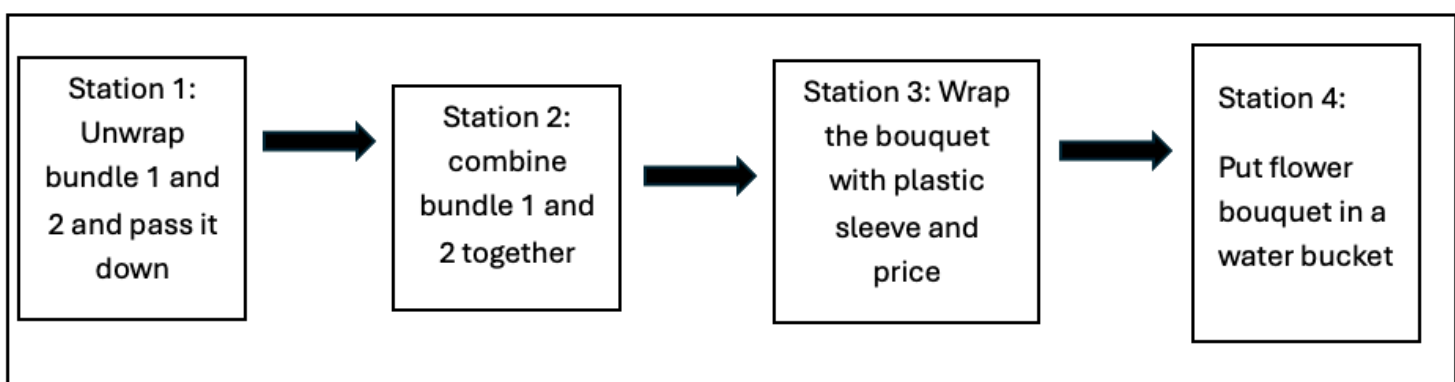
Floral Business

The floral everyday business demand fluctuates seasonally. During the winter there is a high demand because of the holidays and Valentine's day. During the spring, which is the busiest, florist have prom, graduation, mother's day, Easter, amongst other celebrations. Summer is considered a slow season. During fall demands begin to increase due to thanksgiving and excitement around "fall colors". Because the floral industry depends on constantly changing trends, it is important to continue to monitor and revisit our processes. By allowing florist to be more efficient on everyday business, we can allow them to focus on higher margin, more profitable business demands such as weddings and funerals.



Creating an area for mass production

Valentine's day and Mother's day are two of the biggest floral demand "holidays" in America. Currently flower shops can grow up to 20 times in sales in one week for mother's day. This means we would need X20 the amount of floral trained employees, X20 the space, processes, equipment and so on. This is not an easy task, there are other challenges such as securing proper refrigeration and ensuring that product quality is up to customer standards. The life expectancy of a fresh flower can be up to 10 days once it is cut. If we were to include the days the flowers are imported and the days, we want them to last in a customer's home, we have a very short and quick turnaround time to produce them in the shop. A "wrap party" is a process created to mass produce floral bouquets efficiently.



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