

IFSM 300 - FINAL PROJECT: MESS HALL POINT OF SALES

1. INTRODUCTION

Food Service Division is responsible for overseeing the Food Service Program for Marine Corps Air Station, Iwakuni Japan. They ensure that all subsistence items are provided to the three base mess halls which allows the mess halls to provide healthy and nutritional meals to the enlisted service members and officers who are allowed to subsist at the government meal rate. With the current buildup of the base and future expansion, it is important that patrons are able to utilize the mess hall by signing in the most effective way possible. All mess halls are able to provide meals according to the number of patrons being served but long periods of waiting time caused from the signing process deters many patrons to other food service establishments throughout the base. Subject Matter Experts within the Marine Food Service Military Occupation Skill (MOS) wants to ensure that all mess halls remain as the first's choice for service members' daily dietary needs. The mess halls will be the prime location of subsisting for all patrons without having them borne additional costs. Marine Corps Air Station Iwakuni Mess Halls with the use of existing technologies, continuous improvement processes, and patron education will create a better subsistence experience for the workers and patrons as the population of the base grows.

2. DESCRIPTION OF CURRENT SYSTEMS

2.1. System Objectives and Constraints: The purpose of the meal card systems is to ensure that all meals are accurately accounted for and to facilitate the mess halls receiving credits and funding in order to provide subsistence support to all military members on meal cards. This current system depends mainly on manpower and utilization of government forms which are filled out by meal verifiers and military personnel.

2.2. Problems with Current System: Unlike the mess halls in the United States, mess halls in the Pacific Theater are lacking in the utilization of current information technology. The mess halls currently use a combination of laminated paper meal cards, cash meal verification sheets and meal verification sheets. These official documents have annual costs associated that must be budgeted for and purchased through ServMart. These paper forms must be purchased to support the mess halls for everyday of the year.

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3. EXPECTED IMPACT OF A NEW SYSTEM

3.1 Impact on the Firm's Organizational Structure: The impact of a new Point of Sales system within Food Service Division's structure will be extremely beneficial to the entire organization.

3.2 Impact on the Firm's Operations: The Point of Sales will enable the current meal card verification process to be more efficient and streamlined. Data once collected daily, combined for reporting, and updated in the Marine Corps Food Management Information Systems by MCFMIS operators will now be done digitally and all by computers.

3.3 Impact on the Firm's Resources: All associated impact on Food Service Division resources will be positive. Workers along with customers will have a better experience at each mess halls throughout the base.

3.4 Economic and Noneconomic return: Economic returns will primary be in the form of the Food Service Division and mess halls saving money by not having to spend 1106 funds on official documents to account for meals. The government will also save money by no longer being required to purchase meal card books. The elimination of manpower hours associated with typing and issuing of meal cards will be an added benefit to the command. IPAC will be freed up from having to dedicate this responsibility to the administrative Marines. The reduction of waste alone is environmentally friendly the trees of the world.

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4.3. Schedule of Work: There will be no requirements for overtime or additional work schedule changes outside of normal working hours. Mess Hall Managers will facilitate the scheduling of training between meal operation periods.

4.4. Estimate Costs: Costs estimations for POS system will be reported annually and budgeted for by Food Service Division to ensure proper maintenance. Food Service Divisions will initially request the number of POS machines required. Each mess hall will have two systems each and one will be installed at the office of Food Service Division.

Initial Estimated Costs

Stock Number	Description	Unit of Issue	Quantity	Unit Price	Total Costs
B0Z61AV	HP RP7 (MODEL 7800) COMPUTER TERMINAL	EA	1	\$2,778.95	\$2,778.95
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BR1500G	APC BACK-UPSPRO 1500 BATTERY	EA	1	\$2,778.95	\$2,778.95
FK224AA	HP USB SINGKE STATION THERMAL RECEIPT PRINTER	EA	9	\$206.75	\$1,860.75
QT457AA	HP STANDARD DUTY ELECTRIC CASH DRAWER	EA	9	\$210.00	\$1,890.00
QT457AA	HP STANDARD DUTY TILL WITH LOCKABLE LID	EA	9	\$500.00	\$4,500.00
QT457AA	HP CABLE PACK FOR DUAL HP CASH DRAWER	EA	9	\$200.00	\$1,800.00
QT457AA	HP PRESENTATION BARCODE SCANNER	EA	9	\$268.89	\$2,420.01
QT457AA	HR RETAL RP7 VRD CUSTOMER DISPLAY	EA	9	\$519.00	\$4,671.00
SCR3310V2	SCM MICROSYSTEM SCR3310/V2USB CARD READER	EA	9	\$11.70	\$105.30
FINAL COSTS =					\$36,699.71

Estimated Additional Costs Over 4 Years

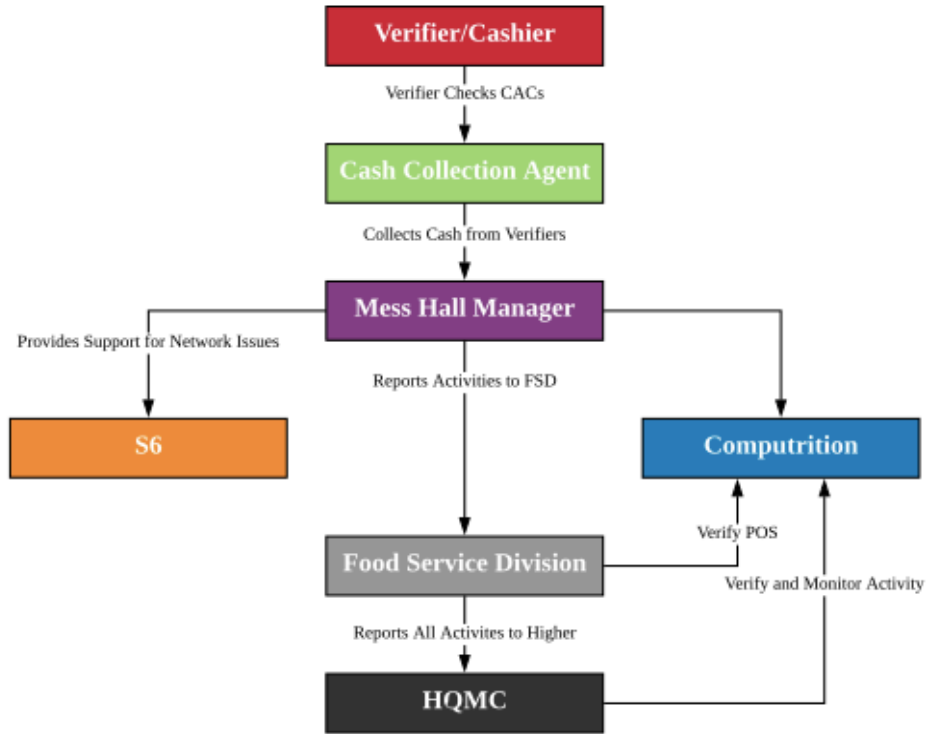
Measures	Year 1	Year 2	Year 3	Year 4	4 Year Total
Additional Staffing Costs	\$120,000.00	\$45,000.00	\$40,000.00	\$0.00	\$205,000.00
Projected Material, Shipping and Insurance Costs	\$36,700.00	\$12,000.00	\$10,000.00	\$6,000.00	\$64,700.00
Additional Web Server and IT Hosting/Maintenance	\$16,000.00	\$10,000.00	\$7,500.00	\$5,000.00	\$38,500.00
Training for Marines and MCL Employees	\$35,000.00	\$0.00	\$0.00	\$0.00	\$35,000.00
Contract for Design, Build and Implimentation	\$85,000.00	\$0.00	\$0.00	\$0.00	\$85,000.00
Total Additonal Costs	\$292,700.00	\$67,000.00	\$57,500.00	\$11,000.00	\$428,200.00

5. IDENTIFY END-USER INFORMATION NEEDS

The end-user of the POS systems will primarily be the Marines and MLC employees who work as meal verifier and cashiers. All users must have a CAC card with installed certificates to

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enable them access the POS systems. Training plans will be implement to ensure all employees can performs single transactions and bulk entries as required.



6. SUMMARY

In order to be successful, each of the mess halls must operate in the same manner for the meal verification process. Patrons will have the ability to utilize other forms of payment beside cash while subsisting at MCAS Iwakuni Mess Halls. Food Service Division will maintain a customer database in order to track each mess halls utilization numbers specifically for holidays, daily forecasting, and historical data. There is no additional cost for marketing plans of operation. Food Service Division will tap into all current resources being provided to the base.