2510 Product Your Layout Is Costing You Money Every Shift

Product Fieldbook · https://kb.jeffreysummers.com/docs/2510-product-your-layout-is-costing-you-money-every-shift/

The Demand

Before your next shift, walk your operation the way a brand-new cast member would — not the way you walk it with years of learned workarounds. Name every place they would have to cross someone else's path, wait, or go back for something they should have had at the start. Ask whether each one is a people problem or a design problem, because the numbers will only ever tell you high ticket time, labor over budget, or fatigue — never "layout problem." Name the single worst crossover point and decide what changes structurally, not who works harder.

The Work

Walk your stage as a first-shift cast member would, with no learned workarounds. List what you find:

Crossing point 1 — where two cast members' paths force a collision:

Crossing point 2 — where someone has to wait on a shared surface or station:

Crossing point 3 — where someone has to go back for something they should have had at the start:

Which of your current numbers — ticket time, labor, fatigue, missed peak covers — is actually a symptom of one of these design problems:

Is your instinct to add people/supervision/hustle, or to fix the structural flow — People or Design:

The single worst crossover point in your building right now:

What you will physically change about that station or path before your next peak-hour shift: