**Example Workflow Analysis**

**GRAHAM CRACKERS AND MILK**
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The process does not seem to be very complex when you ask, “how are graham crackers and milk brought to the table for snack at a child care center:” The process is a bit more complex than meets the eye. An example follows.

Systems involved in producing a snack
- Kitchen Food Service System
- Accounts Payable System
- Delivery System
- Nutrition System
- Attendance System
- Health System
- Storage System

These are the processes involved in producing the snack at the table:

<table>
<thead>
<tr>
<th>The Nutrition System</th>
<th>The menu must be planned well ahead of time to make sure that nutritious food is ordered and delivered on time</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Attendance system</td>
<td>The person ordering the food must know how many children will be present on the day the snack is to be served</td>
</tr>
<tr>
<td>The Food Ordering System</td>
<td>The food order must be placed so there is enough crackers and milk the day they are served</td>
</tr>
<tr>
<td>The Delivery system</td>
<td>The food order must be delivered ahead of the time it is to be served</td>
</tr>
<tr>
<td>The Storage System</td>
<td>When the food is delivered, it must be stored properly until it is used</td>
</tr>
<tr>
<td>The Food Service System</td>
<td>The food service staff must prepare the crackers and milk for serving and deliver it to the rooms</td>
</tr>
<tr>
<td>The Accounts Payable System</td>
<td>The food must be paid for at delivery or at a later date to ensure more food can be ordered in the future</td>
</tr>
</tbody>
</table>

The milk is delivered to the Center, and placed in the kitchen refrigerator on the bottom two shelves. This unit must be kept at 40 degrees or lower to ensure proper refrigeration so milk does not spoil.

At snack time, the allergy list is checked and milk is not served to children that are allergic to it. Food service personnel deliver the milk and crackers to the rooms and the teachers serve the snack to the children.

We pay for milk at the store by charging the total amount to a company credit card. When the bill is due, the bill is paid to ensure continued usage of the credit card.

**ADDITIONAL SYSTEM FOR MILK**

The receipts are tallied, milk consumption determined and total cost per half pint are recorded by the administrative assistant, and the report is filed online with DPI to get reimbursement of the dollars spent on the milk.

Within two weeks, a check arrives for the cost of the milk and the check is deposited into the Center checking account.

As you can see, the process and number of systems that must work together to produce graham crackers and milk for snack is a long and drawn out work flow analysis.