Fourteen stock-outs, nine-minute median

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **It is not a tool problem but a timing problem**: stock-outs get entered when the kitchen has a free hand, which is never during the rush.

Indicator	Value
Stock-outs this month	**14**
Median lag between running out and entry	**9 minutes**
Maximum lag	**23 minutes**
Orders accepted during the maximum lag	**11**

What the flag rests on, and what it earns

The flag comes from a stock-out actually declared, not from an estimate drawn off the order rate: **a wrong estimate withdraws an available item from sale**, a loss exactly as costly and this one invisible. The gain lies elsewhere and it is measurable on the eleven orders taken during the maximum lag: as soon as the stock-out is known, the customer is

told within the second and leaves with an alternative, instead of a dish announced and then withdrawn.

What is done when it happens

Action	Done?
Say so immediately	**Yes**
Offer an alternative	**Yes**
Charge before the customer has chosen	**No**

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