

CLASSES OF SERVICE EXPLANATION

USING A COFFEE SHOP EXAMPLE



What's the difference between work item types and classes of service?

Imagine you run a café. You offer your clients espresso, cappuccino, frappe, and tea. These are your **work item types** – each product you offer is going through a different process of preparation. You also have your clients with their different requests. These will be your **classes of service**.



STANDARD

Your regular morning starts with serving coffee to your Standard clients. They come, choose their seat, and start reading their newspaper while waiting for coffee. They come and go one after another - this is your standard everyday work.



EXPEDITE

Then, suddenly there is a lady that runs into your café in a rush to order for takeaway. You understand that if she waits for too long, she will run away and you will lose the purchase. But if you serve her fast, you'll earn more. That's why you Expedite this order while your Standard clients are waiting.



FIXED DATE

Some clients book their tables in advance to have a working meeting in your café. Today you have a table booked for 11 a.m. and they ordered some snacks to be ready before the meeting. This is your Fixed Date request - you know when exactly it has to be done and the cost of delay is high.



INTANGIBLE

You know there is a new type of drink - "Chai Latte", that becomes popular and may attract new customers. You do not serve it yet, but want to explore it as it may give you an advantage. However, making it happen doesn't affect your current processes, that's why it is your Intangible class of service.

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