Nittany Lion Inn Team 2-Whiskers Operations

Overview
The bar at Nittany Lion Inn, Whiskers Lounge, has been a successful business and Penn State tradition for many years. Management, however, felt that there is always room for improvement, especially in the service industry. A group of Penn State Industrial Engineering students were given the task to come in with fresh eyes, to suggest upon and improve the quality of the overall restaurant/bar’s operations and service. With little instruction, the task at hand had to be analyzed extensively. The team eventually narrowed the task at hand to improving the bar area in Whiskers. These improvements were deemed necessary by the team by factors including poorly utilized space, ergonomics, and waste.

Objectives
Improve service in Whiskers with little to no cost by:
- Maximizing efficiency of the bar area
- Eliminate wasted space in the bar
- Implement 5S methodology
- Provide short term solutions before a massive redesign

Approach
- DMAIC-Define, Measure, Analyze, Improve, Control
- Voice of the customer
- 5S-Sort, set in order, shine, standardize, sustain
- Measured all parts of bar
- Analyzed the long term solution provided by Perlick
- Used an Impact-Difficulty matrix to offer short term solutions for Whiskers

Outcomes
- Management hired outside consulting firm that specializes in bar redesign
- Short term solutions to improve efficiency until complete redesign
- Better utilized space
- Improved ergonomics throughout area
- Saw improved communication between employees and management
- Employee roles were more clearly defined before each shift