The general goal of the system improvement is to streamline and ease the operations of corporate gasoline sales system. I.e. no new functionalities or capabilities of the system are needed, rather only the digitization of the current mostly manual system. In detail, to lessen current level of manual work as much as possible and automate data entry and data transfer across the process of gasoline sales to different segments of users is required. Importantly, the streamlining of the process must include business process steps that are both related to customer faced steps and also back office related process steps (accounting, wage reductions etc).
The case study shows a lack in the management of operations in the filling station. The manual entries by the Fuel attendant is inefficient as there could be errors resulting from the operations carried out in the filling station.
The main problem is the lack of an automated system at the gas station that can be used to track the numbers of vehicles, the amount of fuel taken, needed, the number of people, the costs experienced, types of customers that keep visiting the fuel station, accounting for fuel, reducing the work of the attendants at the station.
From my point of view, the main problem with integrating such an application is employee satisfaction. Employees should participate in integrating because the application engineers know how to do the back-end and implementation. The workers, because they are daily in this process, should explain how to build the algorithms to make their work easier and more automated. The employees are the ones that should get training that will help them to understand the new software and will help them adapt quickly to the change. In my opinion, it is a trouble to keep employee satisfaction high during this process while also making it cost-effective.
In my opinion, the most important problem is the amount of work carried out alone by one person (fuel station attendant). It is neither efficient nor fast. More than that, without proper innovative solutions, it must take a lot of time to register each customer, and given that the customers of the fuel station are almost the same all the time, it is possible to generate a system that will register all the customers automatically (including the family members) with either the car number or personal employee’s ID. If such an IT solution exists, there will not be a problem with having only one employee anymore.