

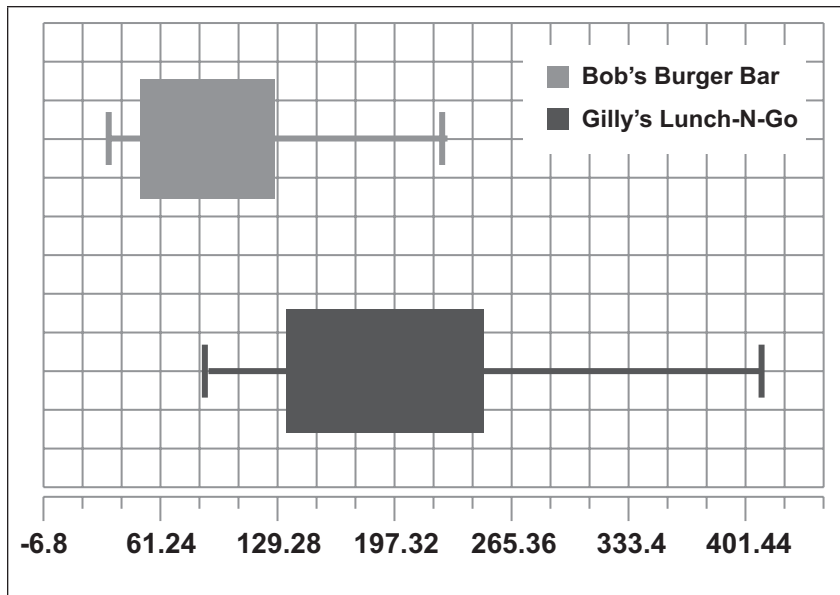
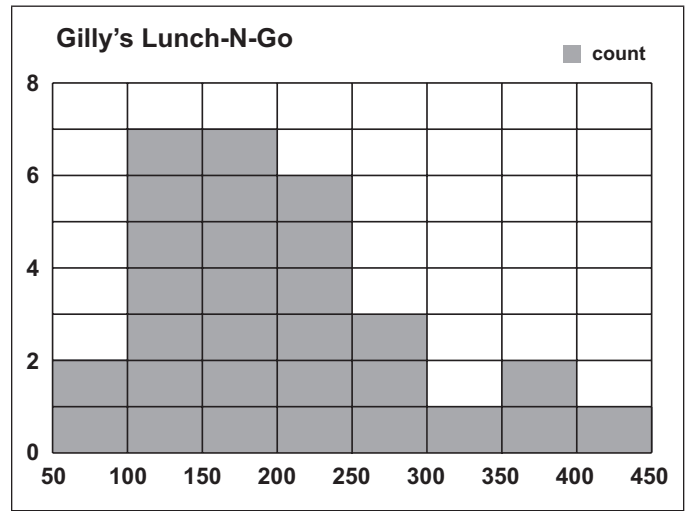
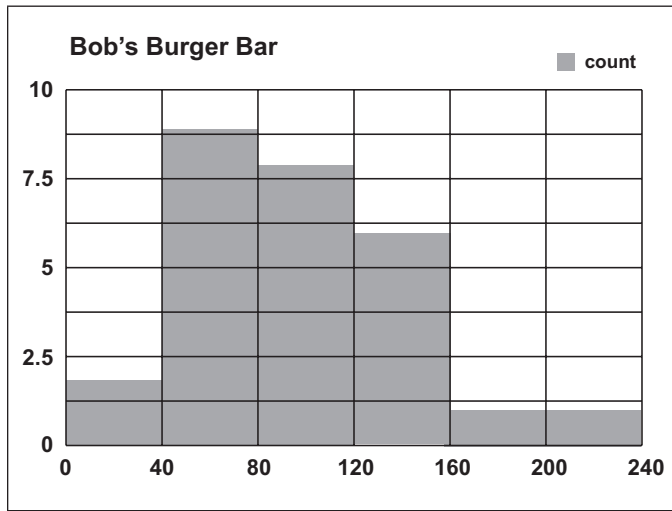
# Troubleshooting Solutions

Find the error and correct it!

## Newspaper Article: *How Fast is Fast In our Fast Food Service?*

Our local paper sent out two reporters to measure the time it took people in vehicles to receive the food they ordered. Each reporter was assigned to a different establishment and collected data on the same day, December 1, 2013 during the same lunchtime rush period. The wait times were measured in seconds. There was noted in the collected data a great variability but no outliers were removed. The reason for this news report, was that one reporter’s husband was an executive in the food service business. To reduce cost, it was decided to use a convenience sample.

Because our letters to the editor have brought in complaints about service in the fast food industry, we decided to see if the complaints were based on a real problem. The reporters were sent out to find the evidence that the fast food industry is not necessarily fast. Although we didn’t set out to show difference in the speed of different companies, the huge difference compelled us to show that there is a significant difference between the times it takes to receive food at the drive-thru for two competing fast-food restaurants.



If you want fast, go to Bob’s Burger Bar, because their wait time is half of the time you would spend at Gilly’s Lunch-N-Go. In talking to the managers at both restaurants, Bob’s Burger Bar’s manager exclaimed, “The customer’s time is really important to us and that is why we’re so fast.” The manager at Gilly’s said, “You caught us at a bad time; you actually measured our performance during a training session where new staff were learning to work at the take-out window. If you did this experiment again, we would do far better than Bob’s.”

Is getting your food within 3 minutes, fast? We think so, and in this small, but significant analysis, most people will get served within 4 minutes. So fast is fast no matter what fast food restaurant you go to.

ERROR

CORRECTION