

Solutions

2.1

- The slowest step that limits the whole process.

2.2

- **Job description**

2.3

- The bottleneck still limits output.
- Faster steps may create more waiting before the bottleneck.

3.1

- Buy or provide a second pump.
- The pump is the bottleneck, so removing that limit allows more repairs at once.
- This makes the two-hour promise more achievable.

3.2

- It identifies the skills and qualities actually needed.
- Applicants can be compared against consistent criteria.
- This improves the chance of choosing someone able to complete the role.