

ABSTRACT

This study examines the influence of work standardization on operational efficiency among coffee shops in Semarang City, with workflow design and inventory availability serving as mediating variables. Using a quantitative survey method on 120 respondents (managers and operational staff) selected through purposive sampling, data were analyzed using Structural Equation Modeling (SEM) with AMOS. The results reveal that work standardization significantly and positively influences operational efficiency, workflow design, and inventory availability, while workflow design and inventory availability also significantly and positively influence operational efficiency; furthermore, both variables are proven to significantly mediate the relationship between work standardization and operational efficiency. These findings suggest that operational efficiency in coffee shops depends not only on clear work standardization but also on its effective translation into workflow design and inventory management, providing a practical basis for managers to integrate these systems to sustainably enhance operational efficiency.

Keywords: *Work Standardization, Workflow Design, Inventory Availability, Operational Efficiency, Coffee Shop.*

