

Abstract: The purpose of the publication is to present an analysis of the impact of the implementation of a new production line on the process of order execution on the example of an industrial enterprise. In order to analyse the process, it was divided into detailed steps and a detailed dimensioning of the activity was defined - the minimum and maximum time for each activity. Analysing the activities before and after the introduction of a new production line determines the effects of the company's actions on the process itself and on the customer.