

Canteen Ordering System for Unilever



Simplilearn CBAP Certification

Project- I

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Introduction

Unilever is a British-Dutch MNC FMCG company, headquartered in London, England. Unilever is one of the oldest FMCG companies, and its products are available in around 190 countries. Its UK offices, Unilever had around 1500 employees which were spread across 12 floors.

Project Overview

Current State

Unilever had 2 canteens in the UK office which accommodates 150 employees each at a time. Most employees prefer to take their lunch between 12 noon to 1 pm. This led to a huge rush in the canteen during lunch hours resulting in employees wasting a lot of time waiting for tables to be vacant.

Management calculated that it took around 60 minutes for employees to go and come back from lunch. Almost 30-35 minutes were wasted in waiting in a queue to collect their food and get a table to sit and eat. However, the time spent eating was barely 10-15 minutes. The remaining 10 minutes were spent reaching and coming back from the canteen using the elevators.

Employees don't always get their choice of food they want because the canteen runs out of certain items. The canteen wastes a significant quantity of food by throwing away what is not purchased.

Many employees have requested a system that would permit a canteen user to order meals online, to be delivered to their work location at a specified time and date.

Lunch Hour – 60 minutes

Waiting in queue – 30-35 minutes

Time spent eating- 10-15 minutes

Returning back to workstation- 10 minutes

Advantages of the Canteen Ordering System:

- A system would save considerable time to those employees who use the service.
- It would increase the chance of them getting the food items they prefer.
- This would improve both their quality of work life and their productivity.
- The food wastage will be reduced.
- This will reduce the cost.

45000 min / person saved , 550 hour/ day saved for employee

Environments

We are going to be creating and maintaining the program in Java. We chose Java because it will not change much over time, and if we make it well, there will be very little maintenance to be done on the code.

Business Objectives and Success Criteria

Business Objective 1:

Reduce canteen food wastage by a minimum of 30% within 6 months following first release.

Scale: Value of food thrown away each month by examining the canteen inventory

- Previous - 25% wasted
- Must plan for: Less than 15%

Business Objective 2:

Reduce canteen operating costs by 15% within 12 months, following initial release.

Business Objective 3:

Increase average effective work time by 30 minutes per employee per day, within 3 months.

Business Objective 4:

By making the ordering process automated and by delivering the food to the user's workstation, the canteen will be able to operate with lesser manpower.

Future State

Client has given them the following requirements:

- The employee shall open the web page of the Canteen Ordering System. He/she shall be presented with an up-to-date menu for the day. It will have a list of all the dishes available in the canteen for the day along with its prices.
- The lunch order can be placed by employees latest by 11 am. After 11 am the system shall not allow the users to place orders for lunch items so that the chefs have sufficient time to cook the ordered dishes. There should be a Menu Manager (a canteen employee) who shall create the menu and update the menu.
- The users can select the lunch dishes they would like to eat and create an order. They should be able to edit the items they want to order anytime before checking out.
- Once the order is confirmed and the user has checked out, they should NOT be able to cancel or edit the order.
- The canteen manager also known as order processor should be able to view the orders placed by the employees. He shall take an inventory of all the dishes ordered by different users and get them cooked by the chef.
- This canteen manager should be able to request a delivery to the employees' workstation.

- There shall be a meal deliverer (delivery boy) who shall deliver the lunch to the employee's desk. After delivering the lunch, this delivery boy shall close the online customer order.
- If a customer does not like any food item or is not happy with the delivery system by the canteen, they should be able to submit feedback.
- There is no payment gateway for the same so the payment for dishes ordered shall be deducted from employee's salary. Hence, the employees need to enroll for salary payment deduction. The payroll system will handle payroll deductions.
- At the end of the month the payroll system shall calculate the total number of dishes ordered by each employee. The payroll system shall deduct money from the employee's salary.
- Management would like the following reports:
- Which dishes are the most popular?
- How many employees are using the system?
- Satisfaction of the employees on using the system. This should be tracked on the basis of feedback submitted by the employees.
- Sales for each day
- Total monthly earnings
- Order forecasting i.e. a prediction of which items will be ordered and when they will be ordered.

System Requirement:

Scalability and performance:

This canteen ordering system is required to support a volume of 1500 employees ordering. the web pages should be light and render fast.

Usability:

The screens should be self-explanatory and very user friendly. Management would not want employees not ordering from the system as they cannot understand the screens and data fields on screen.

List of Project Tasks:

1. Identifying stakeholders – Create a list of stakeholders (as taught in Business Analysis Planning and Monitoring Knowledge Area)

Internal Stakeholders:

Domain SME- Menu Manager

Project Manager- Canteen manager

Implementation subject matter expert- Chef

Operational Support- Delivery Boy

Tester- Food Quality Inspector

External Stakeholders:

Customer- Unilever canteen

End User- Employees

Supplier- Food Vendor

Sponsor- Management of unilever, UK

Regulator- Payroll system

Data support- Unilever human resource team

2. Identify the problem statement in this system.

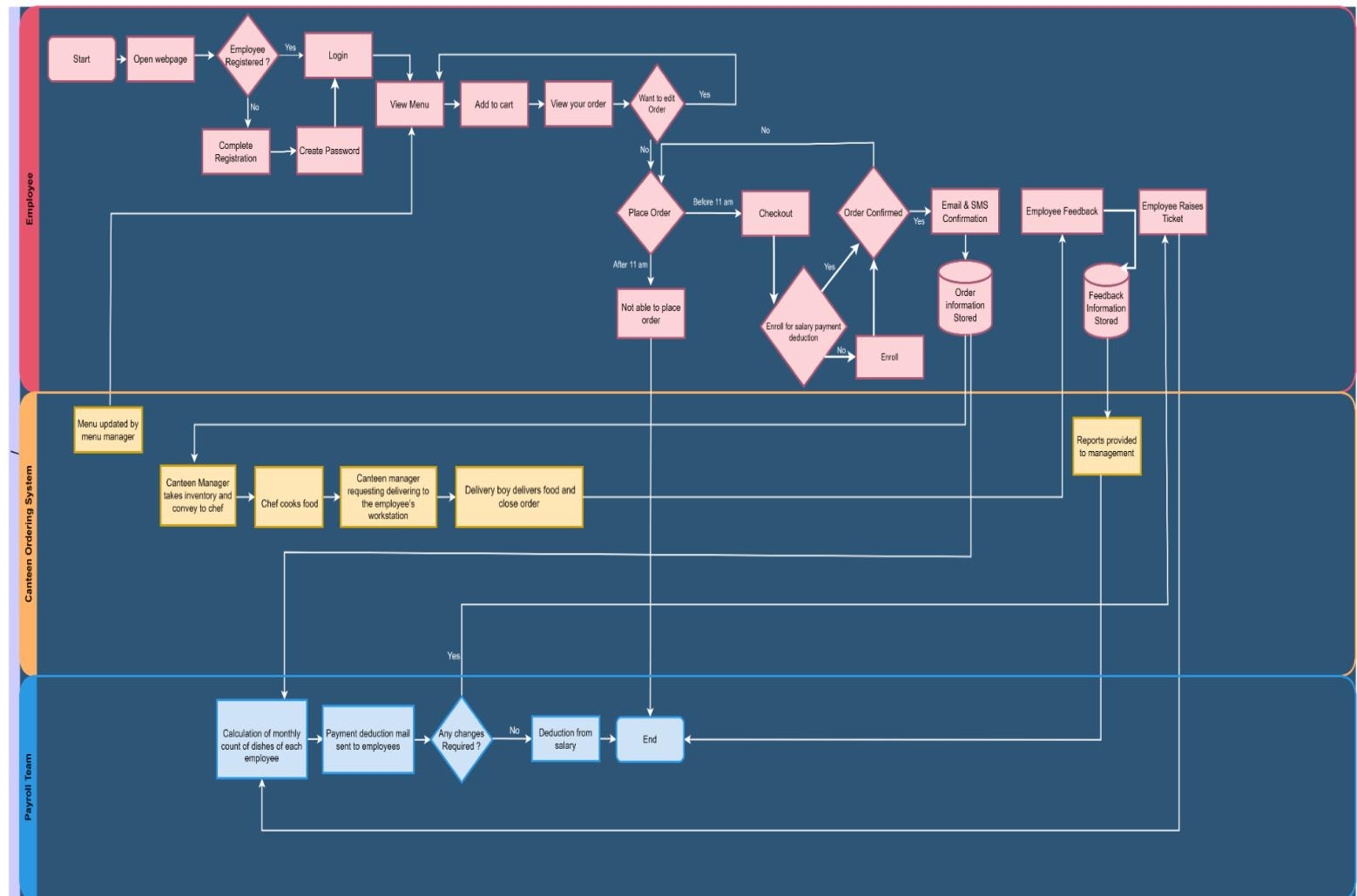
- Space for 1500 employees not available in canteens
- Time wastage of employees in going and coming back from lunch
- Employees not able to get food as per their preference due to insufficient quantity available
- 30-35 min wastage per employee which means 45000 employee minutes wastage per day
- Food wastage
- Operating cost is more as required

3. Identify objectives of the new Canteen Ordering System.

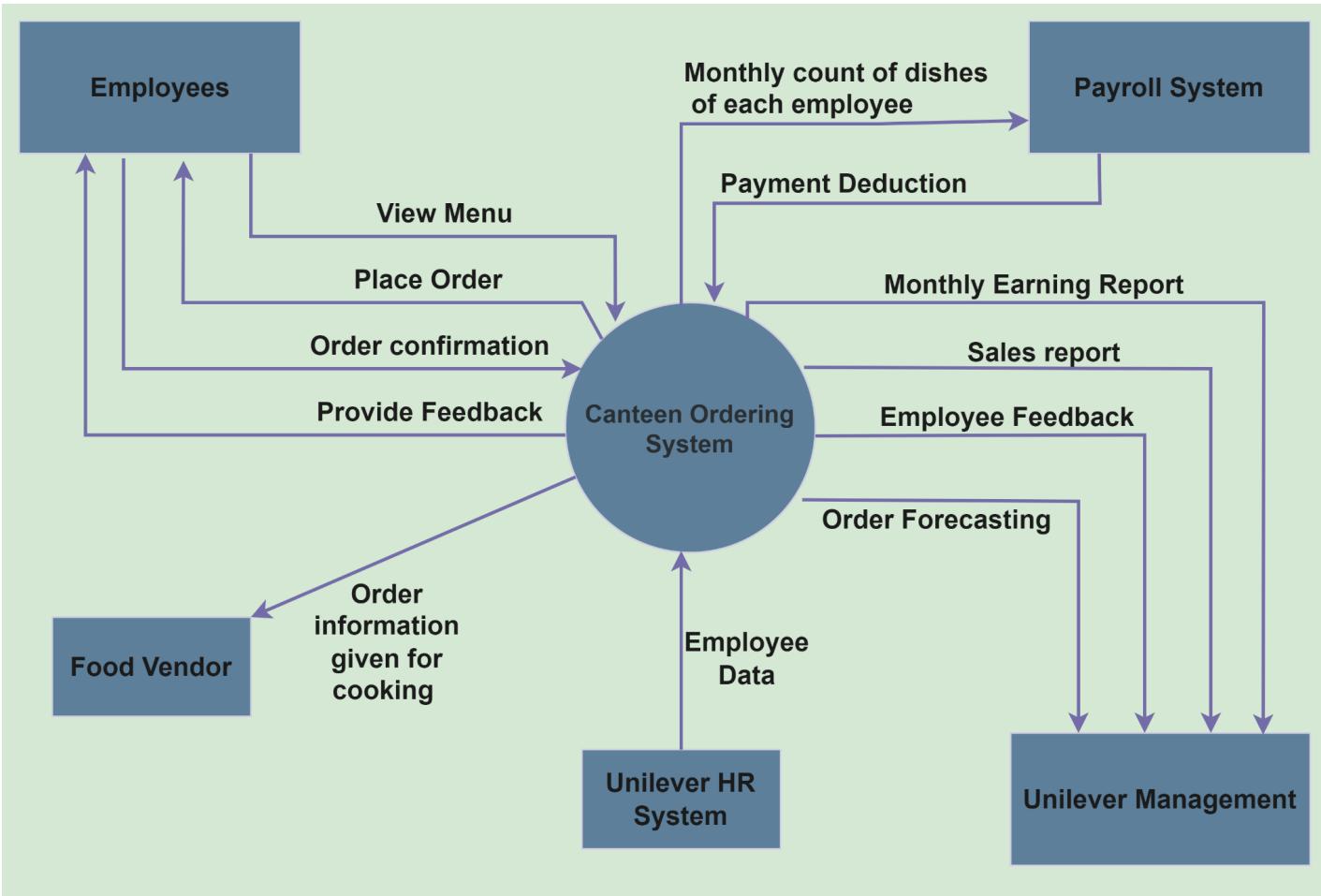
- Order food online and delivery of food at specific time and workstation
- Reducing operating cost
- Improving employees productivity
- Improving customer satisfaction
- Reducing food wastage

4. Create as-is and future process map (using flowcharts).

Future process map



5. As a Business Analyst working on this project, find out the scope of the Canteen Ordering System. To find the scope you can use the case diagram (UML) or context diagram for the same.



6. Write down the main features that need to be developed.

- Self-explanatory and very user friendly web page of the Canteen Ordering System with updated menu along with prices.
- System is not allowed to accept food orders after 11 am.
- A menu manager should have access to the system to create and update the menu.
- Employees can choose the dishes and edit the order before checking out.
- Order cannot be canceled or edited after checkout and order confirmation

- Canteen manager should have access to the inventory of orders placed and pass this information to the chef.
- Canteen manager should be able to place requests for order delivery to the employee's workstation.
- Delivery boy should be assigned to deliver food orders and he should be able to close the online order.
- Employees should have the option to provide feedback on food.
- There should not be any payment option. It should be linked with the employee's salary.
- Employees should have a mandatory option to enroll for salary payment deduction.

7. Write the in-scope and out-of-scope items for this software.

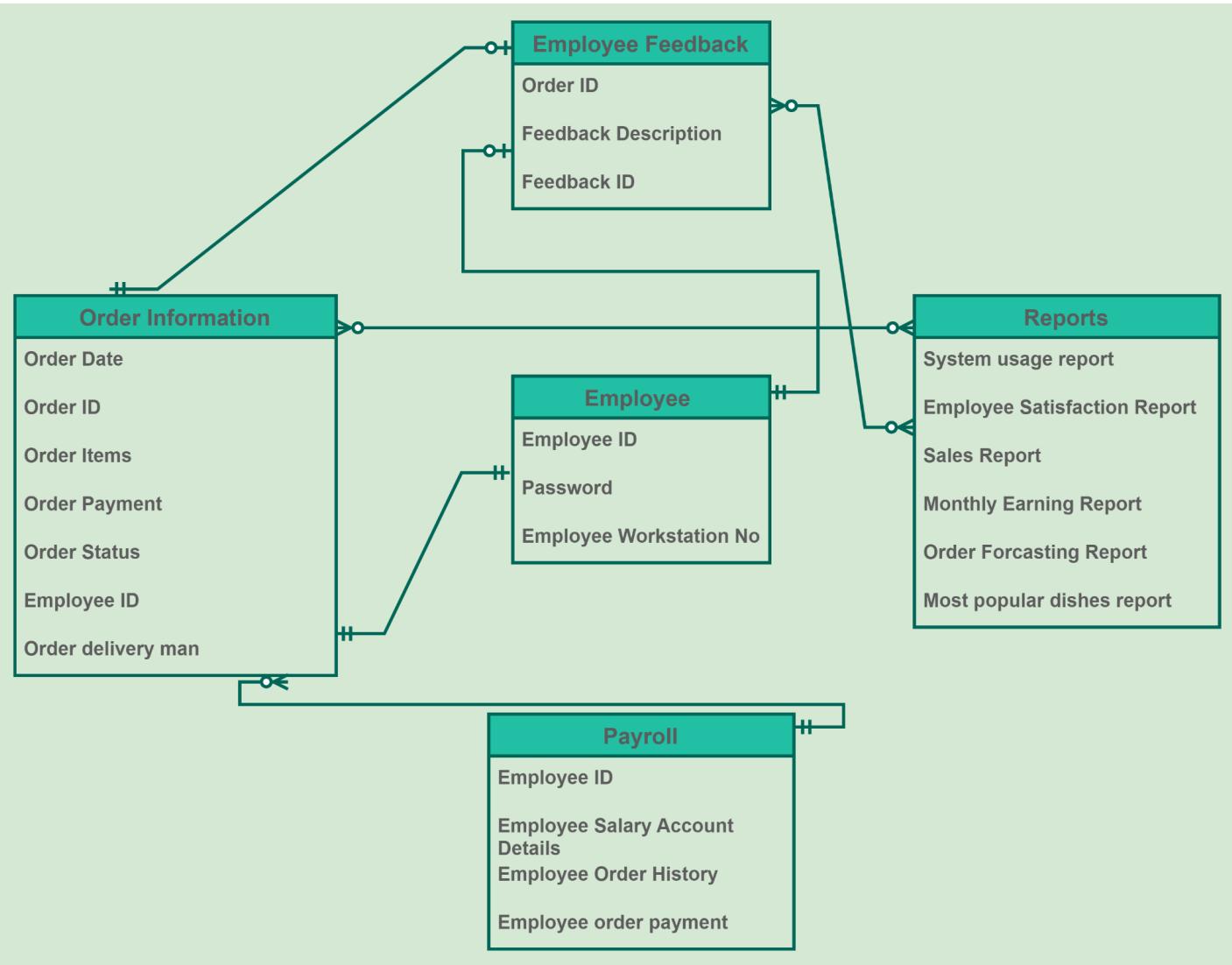
In-scope items for the software - (boundaries setup)

- System will support only unilever supported browser such as chrome and edge
- Only Unilever employees can use system
- Only system based feedback will be considered not manually. Manual feedback is available only for visitor
- There should not be any manual payment option for employee

Out-of-scope items for the software

- Visitors and non employees can not use the system
- Third party payment options and cod not available
- No refund and discount functionality
- Initially it will serve one location

8. Draw an ER diagram of the system.



9. Write out the business requirements, both the functional and nonfunctional requirements.

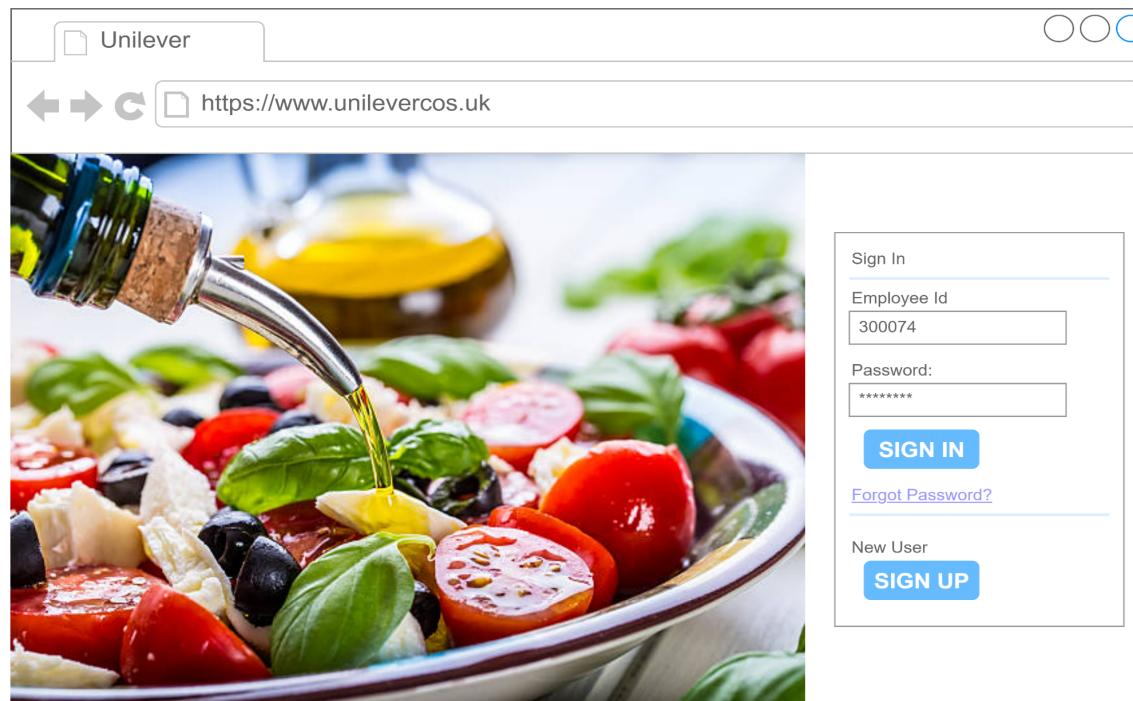
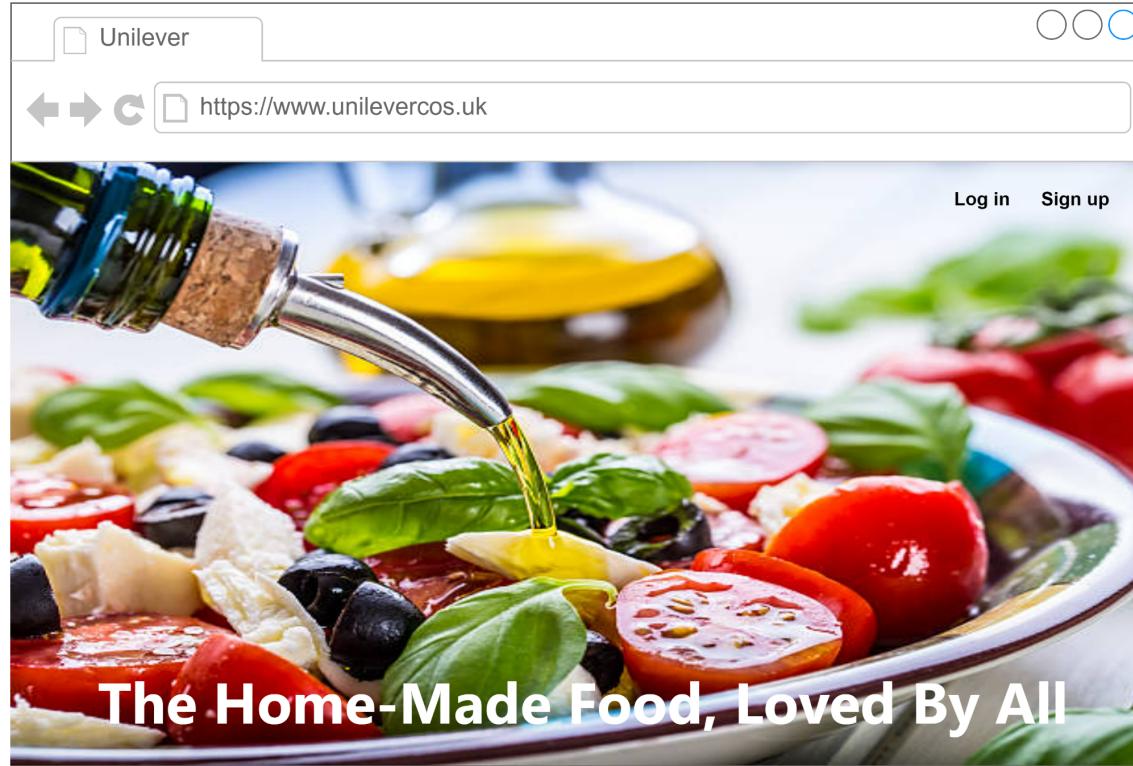
Functional Requirement

- Menu on the webpage of Canteen ordering system
- User cannot cancel or edit the order once placed
- No other payment gateway other than employee's payroll system
- Order can be placed until 11:00
- Email and message confirmation is to be sent once orders are placed
- Re-start of page after crashing
- Employees face recognition to avoid fraud access
- No duplicate order acceptance

Non Functional Requirement

- COS should support 1500+ employees accessing the webpage
- Cyber security for data protection
- Easy Navigation process
- High loading speed
- Food delivery should not take more than 15 min
- Food quality standards
- All unilever supported browser and machines

10. Draw wireframes or mock screens for any two of the features namely Menu Creation and other.





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