**Pizza Shop**

**Project Plan**

*Date: 29-03-2022*

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# **1 Project definition**

The project is about a pizza restaurant that is facing problems with the customers. The customers are complaining about receiving the wrong pizza, a cold pizza or not getting anything at all. Currently, there are only two employees in the shop. More people cannot be employed because of budget and space constraints. That’s why they are asking us to create an IT solution that can solve this problem.

## **Project background**

Mario is the owner of a small family pizza shop which has been in the family ever since his birth. The pizza shop is known for the good quality and delicious tasting homemade pizza.

Recently, Mario’s business has been gaining popularity and some changes must be made to accommodate for the new flow of customers. Currently, the whole pizza making process is handled by the two employees, Mario, and his brother Luigi. It is difficult for Mario to expand his staff; the shop is rather small, and the profits are not large enough to sustain an extra staff member. Mario wishes you to help him automate some of the processes using smart ICT systems. Currently, the workflow looks something like this:

* + - The cashier receives an order from the customer.
    - The same employee shouts the order to the kitchen.
    - The cook attempts to comprehend the shouting and writes it down on a note.
    - The cook places the prepared pizza on a production line which goes through an oven.
    - The pizza reaches the end of the production line and is ready to be served.
    - The cook periodically looks at the end of the production line and shouts to the cashier if a pizza is ready.
    - The cashier picks up the pizza, if he hears the cook, and brings it to the customer.

## **Problem definition**

Mario needs help with improving the workflow of his business. Currently, there are only two employees in the shop. More people cannot be employed because of budget and space constraints. As the shop increased the number of customers, problems started to arise. More and more complaints got in about receiving the wrong pizza, a cold pizza or not getting anything at all. With the help of a group of students, some of the processes can be automated. Using your ICT skills, you can modernize the shop, improve the work conditions of the employees, and enable the owner to make delicious pizzas for his new clientele.

## **Project goal**

Using all the knowledge that we learned through the orientation phase so far, we are going to build a software to improve the communication and the overall service in the restaurant of Mario. This way, the customers will be more satisfied with everything.

## **Expected result**

Our solution will be an IT software system. It will be responsible for a better communication system.

The system will start by printing a receipt for the customer. At the same time, the order will show up on the screen in the kitchen and the customer (there will be a screen for the customers so that they can track the order). When the cook is ready to start making the system, he can press “in progress” on the screen. When the cook is done making the pizza, he will place it on the production line, and it goes through the oven. When that happens, the screen will show that the pizza is “in the oven” and a timer starts counting the baking time. When the pizza is done the timer will make a buzz so that the cashier can pick it up. The cashier will then check the number of the receipt with the customer with the number of the order. If they match that means, it’s the right order so he gives it to the customer.

## **Way of working**

Our group consists of 3 members. We decided to make everything together instead of splitting the work and working separately. This way we can share knowledge and ideas. We will try to work physically on campus as much as possible. But in urgent cases we will meet online. In addition, we will constantly ask for feedback from the teachers. This way we can make sure that we are doing the right thing instead of wasting time and effort.

# **Project structure organization**

## **Project leader**

Abdelrahman is the leader of the group, which means that he must keep track of the work and make sure that we are on time. He also needs to make sure that all members are playing a role in the project.

## **Project members**

Aya Shikh Suliman: developer

Alaa Bolbol: designer

Abdelrahman Elsayed: leader and developer

## **Tutors**

For this project our tutors are Marcio Paixão Dantas, Jacco Snoeren, Mieke Vucht, and Gleb Popov. During the project we will ask feedback and communicate with them daily. And when we submit any document, we will implement or edit the submission as asked.

# **3 Risk assessment**

|  |  |  |
| --- | --- | --- |
| **Risk** | **Scale** | **Mitigation** |
| getting sick (short time) | low | let the other members immediately know so that they can put that into consideration |
| getting sick (long time) | high | let the tutors know because this might affect the work during the project. |
| facing programming problems. | medium | First, we ask our colleges for help. If they cannot solve it, we can ask the teachers for a way that can help us solve the problem. When our knowledge is limited, we can look it up online or try to implement the whole feature but simplify it. |
| miscommunication | high | meet up together to share our perspectives and ideas. And we must try to be open and patient. When we can’t communicate with each other anymore, we can discuss it with one of our tutors. |

# **4 Deliverables**

# **5 Planning**

Chart

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