Pizza Project

Project Planning

This document features the plan for the improvement project of Mario and Luigi’s Pizzeria. The targeted company is a small, family company, in need of technical upgrades.

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Group 3-6: Game of Phones

Mario and Luigi’s Pizzeria

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# Project Definition

## Background

Mario and Luigi own a small family business. Recently, because of the product quality, their pizzeria has begun gaining popularity. Mr. Panucci is looking to invest in their restaurant, but under the condition of some technical upgrades. At the present time, the workflow is old-fashioned, inefficient and imprecise. The process is the following:

* The cashier takes the order and yells it to the kitchen
* The cook attempts to understand the yelled order
* The cook prepares what pizza he heard
* The cook constantly checks the end of the production line and yells at the cashier if a pizza is ready
* If the cashier hears the cook, he gets the pizza and brings it to the customers.

## Problem definition

Mario and Luigi need help with the workflow of their business.

Firstly, the business is heavily understaffed. This leads to workers taking on multiple different tasks simultaneously and doing some stuff wrongly.

Secondly, the business lacks technological implementations. This means that every action is handled by people, which will inevitably make errors. The performance of a human employee is affected by a multitude of factors, especially in a field that requires manual labor.

Last but not least, communication issues are holding back the business. Having to yell in the restaurant, with the probability of not being heard is frustrating for both the customers and the workers. Misunderstanding among employees can lead to the wrong pizzas being made, or some orders being missed completely.

## Project goal

The goal of this project is to use acquired skills to propose and implement ICT improvements to Mario and Luigi’s Pizzeria. The team will tackle problems regarding business, software, technology and human resources.

## Expected result

At the end of the project, the pizzeria would have the following:

* An automated ordering system, that allows for multiple parallel online and on site orders, and communicates them to the kitchen. This would include a built-in payment processing system, as well as the intuitive application for the employees.
* A business analysis and proposal for future expansion of the growing company.
* A usable interface for the customers and workers.
* A network connecting the system together.
* A hardware solution for automating ovens, and decreasing the workload of employees.

## Way of working

The project group consists of 4 students. The tasks are divided among the students in a way in which the work hours are even. Each student has a specialty belonging to a profile of the existing five. In case of any halt, the tutor is to be contacted with the purpose to mitigate or clarify the situation.

## Project Scope

The scope is to improve the situation of Mario and Luigi’s pizzeria on all fronts. The end product is a prototype for the application, that is both functional and capable of demonstrating key features. If the team wishes to expand the scope, they would consult with the tutor.

# Project structure organization

The tasks of the project have been divided evenly among group members. On the indication of the mentor, the students took on tasks that were not their specialty, in order to improve on all fronts. The roles attributed are the following:

* Mihai (team leader): business analysis, databases and hosting
* Wilson: web design, prototyping and presenting/pitching
* Ivan: flowchart, planning development and infrastructure.
* Sjors: the backend coding (in python) and handling communications.

The team leader has an additional responsibility: handling the project files and setting up the version management system.

## Risk Assessment

Below we will be presenting the most proeminent risks that the team may face during the project.

1. Project team misunderstanding requirements.

This can easily happen due to a misread or due to the spread of false information. Even though we tried to be as thorough as possible these things can still happen. To prevent it we will discuss the information with the whole group before using it.

2. Users have inaccurate expectations.

It is easy to overestimate programmers. People expect a lot but it is really hard to make and we are not good enough to make it yet.

3. Impacted individuals aren't kept informed.

This can happen in multiple ways like when we are ignored or when the means of communication get cut off. This is why we established multiple means of communication.

4. Material gets lost.

When someone in the team loses their work due to an unforeseen accident. And thus the rest can’t continue.

5. Delays to training impact the project.

We still have school and there may be times where information we need isn't explained to us and thus we can't use it.

6. Failure to follow methodology.

when we don't follow the plan and fall behind or we go on ahead and miss something.

7. Sick member.

If a member gets sick his part of the work will be missing and a different member will have to take over but the quality will decrease.

8. Lockdown.

If another lockdown happens the project might be delayed.

9. Misuse of version control environment.

Someone uploads a part of the project and everything stops working.

| Risk | Possibility | Impact | Mitigation |
| --- | --- | --- | --- |
| 1 | unlikely | very high | To prevent it we will discuss the information with the whole group before using it. |
| 2 | very unlikely | high | We can prevent this by communicating to our teacher. so he can tell us if the quality is good enough. |
| 3 | very unlikely | medium | This can be avoided by good communication and multiple ways of communication. |
| 4 | very unlikely | very high | This can be prevented by regularly uploading your work to github. |
| 5 | neutral | high | This can be avoided by asking our teacher to give us a lesson on the material we need. |
| 6 | unlikely | high | This can be prevented by strictly following the schedule. |
| 7 | unlikely | mild | This can't be prevented but can be worked around by communicating online and working at home. |
| 8 | very very unlikely | small | This can't be prevented but can be worked around by communicating online and working at home. |
| 9 | very unlikely | huge | This can be avoided by local testing before uploading. |