Diagram

Description automatically generated

Project Online Food Ordering System

Operations & Training Plan

**October 4th**

Document Status: **Draft** | In Review | Approved

**Executive Summary:**

**Our plan is to build an Online Food System Ordering plan, that will create sustainable fulfillment and delivery practices for Food Ordering day-to-day operations.**

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * The main objective of online food ordering system is to automate the existing manual system. * 7% revenue increase * 90% employees trained before office service launch. * 5 months to fully implement all protocol. |

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| **Deliverables** |
| 1. Create a plan food delivery from supplier to customer, with up to 95% time in the first month of launch. 2. Select, install, and maintain supply chain software to ensure orders are packaged and ready to ship within approximately 2 hours of being placed. 3. Develop and launch an employee training program to train 90% of employees before the official service launch. |

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| **Business Case / Background** |
| **Why are we doing this?**   * The Operations and Training plan will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience. By ensuring that System runs smoothly, the plan also supports the larger project goal of a 7% revenue increase for Online Food Odering System. |

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| **Benefits, Costs, and Budget** |
| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * Help manager easily manage system   **Costs:**   * Price of software, installation fees, time spent on hiring and training * Gasoline, coffee, cigarette fees   **Budget needed:**   * 9,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Customer service standards, delivery processes, training protocols, processes management   **Out-of-Scope:**   * Product development, vendor contracts |

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| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead: Nguyễn Văn Đông**  **Project Team:** Fulfillment Director, Project Manager, Project Quality Checker, Training Manager  **Additional Stakeholders:** VP of Customer Success, Account Manager, Admin project, Human Resources Specialist |

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| **Measuring Success** |
| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch. 2. Train 90% of employees before the official service launch. |

Estimate time for each task

5

O

3

A

3

K

B

E

5

15

G

5

J

5

7

D

4

F

10

I  
  
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7

C

5

L

H

5

7

M

5

N

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| Activity | Description | Immediate Predecessor | Required Activity Time (days) |
| O | Cost Analyst | - | 5 |
| A | Collect information | O | 3 |
| B | Information analysis and processing | A | 5 |
| C | Module design | B | 7 |
| D | Stream controller design | C | 7 |
| E | UI Design | C | 5 |
| F | Database Design | C | 4 |
| G | Buiding Front-end | D,E | 15 |
| H | Buiding Database | F | 5 |
| I | Buiding Back-end | H | 10 |
| J | Integrate subpages | G | 5 |
| K | Sort subpages | J | 3 |
| L | Testing website | G,H,I | 5 |
| M | Bug fixes and maintenance | L,K | 7 |
| N | Update and upgrade as required | M | 5 |

Effort: 6h/1Day

Duration: 91 Day,546 hours  
Gantt Chart: Early Start/Finish: