**1. Identify all the impacted stakeholders.**

1. **Employees**: Users who will place lunch orders.
2. **Canteen Staff**:
   * **Menu Manager**: Responsible for creating and updating the daily menu.
   * **Canteen Manager (Order Processor)**: Handles the orders and ensures they are prepared and delivered.
   * **Chefs**: Prepare the ordered meals.
   * **Meal Deliverer (Delivery Boy)**: Delivers the meals to employees' desks.
3. **HR/Payroll Department**: Manages the payroll deductions for the ordered meals.
4. **IT Department**: Develops and maintains the ordering system.
5. **Senior Management**: Approves the system and monitors its implementation and effectiveness.

**2. Build a Stakeholder Analysis Matrix for the Identified Stakeholders with Justifications.**

| **Stakeholder** | **Role & Responsibility** | **Influence** | **Interest** | **Justification** |
| --- | --- | --- | --- | --- |
| Employees | Place orders, provide feedback | High | High | Direct users of the system, their satisfaction is crucial for the system's success. |
| Menu Manager | Create and update the menu | Medium | High | Ensures the menu is up-to-date, which is essential for accurate orders. |
| Canteen Manager | Process orders, coordinate with chefs and delivery staff | High | High | Manages the entire order fulfillment process, key to system functionality. |
| Chefs | Prepare the ordered meals | Medium | Medium | Responsible for cooking the meals as per the orders received. |
| Meal Deliverer | Deliver meals to employees' desks | Medium | Medium | Ensures timely delivery of meals, affects employee satisfaction. |
| HR/Payroll Department | Handle payroll deductions for ordered meals | Low | High | Manages the financial transactions related to meal orders, ensuring accurate deductions. |
| IT Department | Develop and maintain the system | High | Medium | Responsible for building and ensuring the system runs smoothly and is user-friendly. |
| Senior Management | Approve and monitor the system implementation | High | Medium | Provide necessary approvals and monitor the effectiveness and ROI of the system. |

**3. Identify the problem statement(s) within the Current Process.**

1. Long waiting times during lunch hours resulting in decreased employee productivity.
2. Employees not always getting their preferred food choices due to limited availability.
3. Significant food wastage in the canteen.
4. Inefficiencies in the current manual ordering process.
5. Lack of a streamlined system for ordering and delivering meals.

**4. Identify the objectives of the new Canteen Ordering System.**

1. Reduce waiting times for employees during lunch hours.
2. Ensure employees get their preferred food choices.
3. Minimize food wastage in the canteen.
4. Streamline the ordering and delivery process.
5. Improve overall employee satisfaction and productivity.

**5. Develop a Business Case to convince Senior Management of the need for this new System.**

**Business Case for the Canteen Ordering System**

**Executive Summary:** The current lunch process at Unilever’s UK office leads to long waiting times, limited food choices, and significant food wastage, impacting employee productivity and satisfaction. Implementing an online Canteen Ordering System will address these issues, streamline operations, and enhance employee satisfaction.

**Problem Statement:** The current manual process causes employees to spend excessive time waiting for meals, leading to decreased productivity. Additionally, food choices are often limited, and significant food wastage occurs.

**Objectives:**

1. Reduce waiting times during lunch hours.
2. Ensure employees get their preferred food choices.
3. Minimize food wastage.
4. Streamline the ordering and delivery process.

**Benefits:**

1. Increased employee productivity by reducing lunch break duration.
2. Enhanced employee satisfaction with more food choices.
3. Cost savings through reduced food wastage.
4. Efficient and streamlined canteen operations.

**Cost:** Initial development and implementation costs, including system development, training, and maintenance.

**Conclusion:** Investing in the Canteen Ordering System will lead to a more efficient lunch process, resulting in increased employee productivity and satisfaction, as well as cost savings for the company.

**6. Develop a RACI Matrix for the implementation of this Project.**

| **Task/Activity** | **Responsible** | **Accountable** | **Consulted** | **Informed** |
| --- | --- | --- | --- | --- |
| Requirements Gathering | Business Analyst | Project Manager | Employees, Canteen Staff | Senior Management |
| System Design | IT Department | Project Manager | Business Analyst | Senior Management |
| System Development | IT Department | IT Manager | Business Analyst | Employees |
| Menu Creation/Update | Menu Manager | Canteen Manager | - | Employees |
| Order Processing | Canteen Manager | Canteen Manager | Chefs, Delivery Staff | Employees |
| Meal Preparation | Chefs | Canteen Manager | - | Employees |
| Meal Delivery | Delivery Staff | Canteen Manager | - | Employees |
| Feedback Collection | Business Analyst | Canteen Manager | Employees | Senior Management |
| Payroll Deduction | HR/Payroll Department | HR Manager | Business Analyst | Employees |
| Training and Implementation | IT Department | Project Manager | Business Analyst | Employees, Canteen Staff |

**7. The main features to be developed in this new System.**

1. User-friendly web interface for employees to view the daily menu and place orders.
2. Menu management feature for the Menu Manager to update the menu.
3. Order management system for employees to place, edit, and confirm orders.
4. Real-time order tracking for employees and canteen staff.
5. Inventory management for the Canteen Manager to keep track of orders and prepare meals.
6. Delivery management system for tracking meal deliveries.
7. Feedback system for employees to provide feedback on meals and delivery service.
8. Integration with the payroll system for automatic salary deductions.

**8. Create the As-Is and the To-Be Process maps (using simple flowcharts or a Swimlane Diagram).**

**As-Is Process Flowchart:**

plaintext

Copy code

1. Employee goes to canteen.

2. Employee waits in line to get food.

3. Employee selects food from available options.

4. Employee finds a table to sit.

5. Employee eats lunch.

6. Employee returns to workstation.

**To-Be Process Flowchart:**

plaintext

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1. Employee opens the Canteen Ordering System webpage.

2. Employee views the daily menu.

# 3. Employee places lunch order before 11 am.

4. Canteen Manager processes the order.

5. Chefs prepare the ordered meals.

6. Delivery Staff delivers the meals to employees' desks.

7. Employee receives and eats lunch at their desk.

8. Delivery Staff closes the order.

9. Employee provides feedback (if any).

**9. Translate the To-Be Requirements into User Stories.**

1. **User Story 1:**
   * As an employee, I want to view the daily menu on the Canteen Ordering System webpage so that I can decide what to order for lunch.
2. **User Story 2:**
   * As an employee, I want to place a lunch order before 11 am so that my food is prepared and delivered on time.
3. **User Story 3:**
   * As an employee, I want to edit my order before checking out so that I can make changes if needed.
4. **User Story 4:**
   * As an employee, I want to receive my lunch at my desk so that I don't have to waste time going to the canteen.
5. **User Story 5:**
   * As an employee, I want to provide feedback on my meal and the delivery service so that I can share my experience.
6. **User Story 6:**
   * As a Menu Manager, I want to update the daily menu so that employees can see the available options.
7. **User Story 7:**
   * As a Canteen Manager, I want to process and track orders so that I can ensure all meals are prepared and delivered on time.
8. **User Story 8:**
   * As a Delivery Staff, I want to view the delivery list and close orders after delivery so that I can manage my deliveries efficiently.
9. **User Story 9:**
   * As an HR/Payroll Department staff, I want to integrate the system with payroll so that meal payments are automatically deducted from salaries.

**10. Create a Jira Project for the new system, upload the user stories on the Jira Product Backlog and proceed to create a minimum of 3 Sprints with screenshots.**

1. **Jira Project Creation:**
   * Create a new project in Jira named "Unilever Canteen Ordering System."
2. **Product Backlog:**
   * Upload all the user stories to the product backlog.
3. **Sprint 1:**
   * **Tasks:**
     + Develop the web interface for viewing the daily menu.
     + Create a feature for employees to place lunch orders.
   * **Screenshot:** (Include a screenshot of the sprint tasks in Jira)
4. **Sprint 2:**
   * **Tasks:**
     + Develop the feature for order editing before checkout.
     + Create the order processing and tracking system for the Canteen Manager.
   * **Screenshot:** (Include a screenshot of the sprint tasks in Jira)
5. **Sprint 3:**
   * **Tasks:**
     + Develop the delivery management system for Delivery Staff.
     + Integrate the system with the payroll for automatic salary deductions.
     + Develop the feedback system for employees.
   * **Screenshot:** (Include a screenshot of the sprint tasks in Jira)