





UNILEVER CANTEEN ORDERING SYSTEM

**A Capstone Project By
Change Analyst Team.**





TASKS

1. Identify all the impacted stakeholders.
 2. Build a Stakeholder Analysis Matrix for the Identified Stakeholders with Justifications.
 3. Identify the problem statement(s) within the Current Process.
 4. Identify the objectives of the new Canteen Ordering System.
 5. Develop a Business Case to convince Senior Management of the need for this new System.
 6. Develop a RACI Matrix for the implementation of this Project.
 7. Write down the main features that needs to be developed in this new System.
 8. Create the As-Is and the To-Be Process maps (using simple flowcharts or a Swimlane Diagram).
 9. Translate the To-Be Requirements into User Stories.
 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.
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THE IMPACTED STAKEHOLDERS

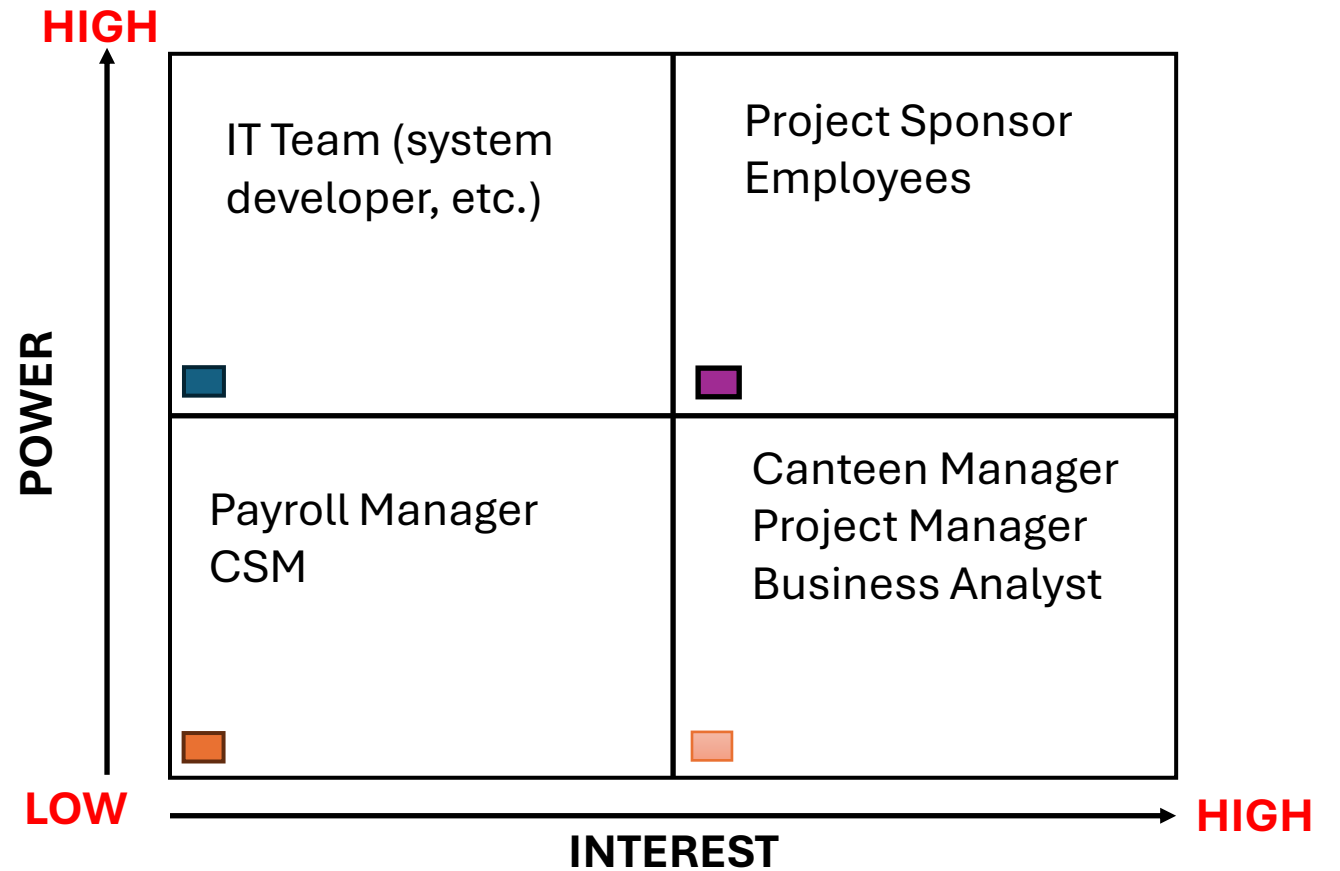
- Project Sponsor
- Canteen Manager
- Project Manager
- Business Analyst
- IT Team (system dev. etc.)
- Delivery Personnel
- Payroll Manager
- Customer Service Manager (CSM)
- Employees





STAKEHOLDER ANALYSIS MATRIX

- Monitor (Minimum Effort)
- Engage closely & influence actively
- Keep Satisfied
- Keep informed



THE PROBLEM STATEMENT(S) WITHIN THE CURRENT PROCESS.

1. **Long waiting times:** Employees waste a significant amount of time (30-35 minutes) waiting in queues to collect food and secure a table, leading to reduced productivity.
2. **Inefficient use of time:** The lunch break lasts 60 minutes, but employees only spend 10-15 minutes eating, with the remaining time spent waiting, traveling, and queuing.
3. **Limited food options:** The canteen often runs out of certain food items, denying employees their preferred choices, leading to dissatisfaction.
4. **Stock management issues:** The canteen struggles with managing food stock, leading to frequent stockouts of preferred food items and overstocking of less preferred items.
5. **Food waste:** The canteen wastes a significant quantity of food due to overproduction and unsold items.
6. **Inconvenient experience:** Employees must physically go to the canteen, wait in lines, and then return to their workstations, which is time-consuming and inconvenient.
7. **Lack of flexibility:** Employees cannot order food online or have it delivered to their workstations, limiting their flexibility and convenience.
8. **High running costs:** The combination of wasted time, unpurchased meals, and food waste leads to high running costs for the canteen, which could be optimized with a more efficient system.



THE OBJECTIVES OF THE NEW CANTEEN ORDERING SYSTEM.

- **Main Objective:** The main goal of the new canteen ordering system is to improve the canteen experience for employees, reduce manual errors, and increase efficiency in ordering and delivery processes by at least 70 to 80%.
- **Specific objectives are to:**
 1. **Easy Ordering:** Allow employees to view the daily menu and place orders online by 11 am.
 2. **Menu Management:** Enable the Menu Manager to create and update the menu.
 3. **Order Management:** Allow employees to select, edit, and confirm their orders before checking out.
 4. **Order Processing:** Enable the canteen manager (order processor) to view orders, take inventory, and coordinate cooking and delivery.
 5. **Delivery:** Ensure timely delivery of orders to employees' workstations.
 6. **Feedback Mechanism:** Allow employees to submit feedback on food quality and delivery.
 7. **Payment Handling:** Automate payment deductions from employees' salaries through the payroll system.
 8. **Reporting:** Generate reports on the total dishes ordered by each employee for payroll deductions.




BUSINESS CASE

- **Executive Summary:**

Unilever's Headquarters is seeking to upgrade its lunchtime process for its 1500 employees working in a building with 12 floors. Currently, it has 2 canteens with a 300 seating capacity, catering to its employees during their 1-hour lunch break. Management seeks to upgrade this process, improve general employee performance, and reduce costs generated from wasted time and unwanted food.

- **Objective**


We propose the development and implementation of a new Canteen Ordering and Management System to improve the efficiency, productivity, and employee satisfaction of our canteen operations. The current manual process is plagued by long waiting times, limited food options, and significant food waste, resulting in high running costs and dissatisfied employees. Our proposed system will streamline ordering, reduce waste, and enhance the overall employee experience.





BUSINESS CASE CONT'D


• PROJECT BENEFITS

- 1. Improved Efficiency:** Automation of ordering and management processes, reducing wait times by 50%.
 - 2. Increased Productivity:** Employees can quickly and easily place orders, freeing up time for core activities.
 - 3. Enhanced Employee Satisfaction:** Greater food options, reduced wait times, and improved overall experience.
 - 4. Cost Savings:** Reduced food waste (estimated 20%) and optimized inventory management.
 - 5. Data-Driven Decision Making:** Real-time insights into ordering patterns, employee preferences, and operational performance.
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BUSINESS CASE CONT'D

- **KEY FEATURES:**

1. Online Ordering and Payment System
 2. Real-time Menu Management and Updates
 3. Automated Inventory Management
 4. Employee Self-Service Portal
 5. Reporting and Analytics Dashboard
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BUSINESS CASE CONT'D

- **OPTIONS ANALYSIS:** The proposed solution is to introduce a system where employees can order their meals and have them delivered.

The alternative options considered include:

OPTIONS	PROS	CONS
MEAL ORDERING & PREPARATION		
Manually obtain each employee meal order at the start of the week.	1. The Canteen can prepare meals well ahead of time, reducing the wait time for meals and tables. 2. Less wastage as meals are re-ordered.	1. Preference may change if not locked in. 2. Manual collection is slow and could result in mishaps and create backlog or skipped orders.
Implement a digital system for meal ordering process.	1. The process is easier, and quicker, reducing wait times. 2. It allows for proper organization of meals, reducing wastage.	1. Preference may change if employees do not commit to the meal order. 2. Cost of creating ordering platform, implementing, and training users.
MEAL COLLECTION		
Employees pick up pre-ordered meals at lunchtime daily.	1. More time available for eating. 2. Possibility of employees going elsewhere to eat picked-up meals, reducing wait-times for tables.	1. Possibility of long queues and increase in time waiting to pick up meals. 2. Possibility of employees going elsewhere (far) to eat picked-up meals. 3. Employees may abandon the canteen completely if they still have to go somewhere else to eat lunch.
Meals are delivered to employees at lunch time.	1. Time spent going back and forth to the canteen is removed. 2. No more queues in Unilever's canteen.	1. Canteen tables may become obsolete as employees could start having lunch at their desks. 2. Socialization within the organization may drop resulting in poor performance. 3. Waste management from lunch process is fragmented as employee eating point is randomized. 4. Issues arising from delivery mismatch

BUSINESS CASE CONT'D

OPTIONS	PROS	CONS
PAYMENT		
Employees pay for meals at pick-up point.	Potential revenue source for Unilever.	1. Pick-up queues may form and drag with respect to time. 2. The cost of unpicked meals is borne by Unilever.
Cost of pre-ordered meals are deducted from employee wage (regardless of if meals are collected or not)	1. Payment is seamless. 2. Employees bare the responsibility of pre-ordered meals not picked-up. 3. Potential revenue source for Unilever.	1. Possible backlash from employees if deductions are unsatisfactory (process not cleared). 2. Potential mishaps such as under-deduction or over-deduction of meal costs.

BUSINESS CASE CONT'D

COST- BENEFIT ANALYSIS



Cost Category	Amount (£)	Description
Development Costs	£90,000	Design and development of the canteen ordering and system
Implementation Cost	£30,000	Implementation of the system, integration with payroll systems and hardware (storage servers)
Training & Onboarding Costs	£10,000	Training employees, canteen staff, and delivery personnel to use the system effectively
System Maintenance & Support	£5000/ year	Ongoing technical support, updates, and system maintenance
Contingency (10%)	£15,000	For unforeseen expenses
Total Initial Costs	£150,000	



BUSINESS CASE CONT'D

RETURN ON INVESTMENT (ROI):

1. Reduced food waste: £30,000 per annum
2. Increased productivity: £50,000 per annum (conservative estimate)
3. Improved employee satisfaction: enhanced retention and engagement.

IMPLEMENTATION PLAN

1. Requirements Gathering and System Design (4 weeks)
2. Development and Testing (12 weeks)
3. Deployment and Training (4 weeks)
4. Post-Implementation Review and Evaluation (2 weeks)

TIMELINE: 22 weeks (approximately 6 months)

BUDGET: £150,000 (development, implementation, and training)



BUSINESS CASE CONT'D

RISK ANALYSIS

Risk	Mitigation
System overload due to high employee usage	Conduct load testing and plan for system' scalability
Incorrect or delayed food delivery	Implement real-time tracking orders and delivery feedback loop on quality, timeliness, overall satisfaction with delivery experience
Data inaccuracy in payroll deductions	Thorough testing of payroll integration and double-checking order logs before salary deduction
Employee resistance to using the new system	Provide training, clear communication and offer assistance after deployment
Delivery mismatch due to difficulty in tracking employee's order.	Implement an order tracking system where employee can view delivery status.

BUSINESS CASE CONT'D



CONCLUSION AND RECOMMENDATION:

The proposed Canteen Ordering and Management System will transform our canteen operations, improving efficiency, productivity, and employee satisfaction while reducing costs.



We believe this investment will yield significant returns and enhance our organization's overall performance.



We recommend approving the proposed budget, timeline, and implementation of the project based on the highlighted benefits.



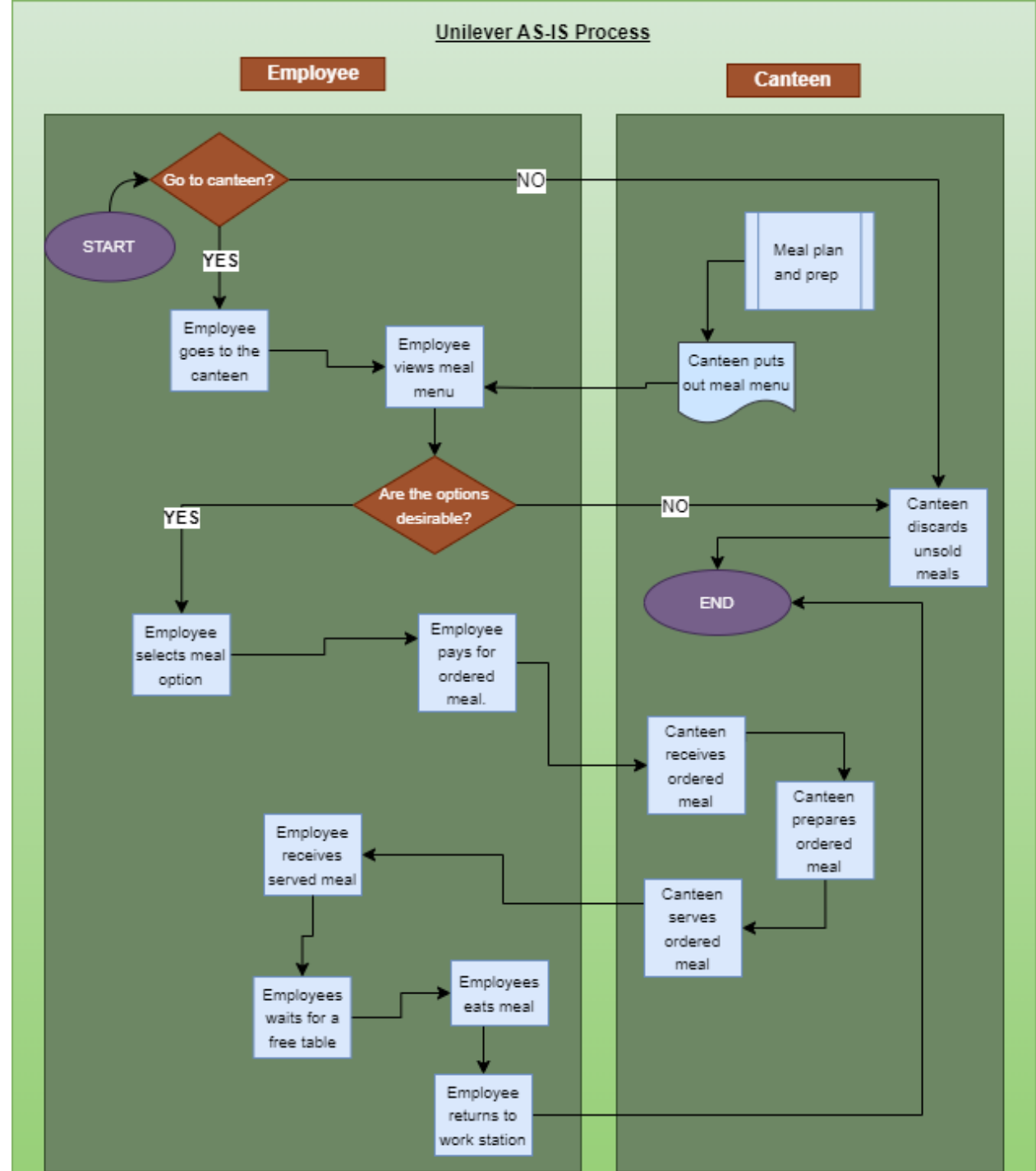
RACI MATRIX

TASKS	ROLES (RESPONSIBLE, ACCOUNTABLE, CONSULTED, INFORMED)							
	PS	PM	BA	IT (software dev., designers, QA)	Canteen Mgr	Payroll Mgr	C S M	Employees
System Requirements Gathering	I	A	R	I	C	I	I	C
System Development	I	A	C	R	C	I	I	C
System Testing	I	A	C	R	C	C	I	C
User Training	I	A	R	R	C	I	C	C
System Deployment	I	A	C	R	I	I	I	C
Post-Implementation Review	I	A	R	C	I	I	I	C

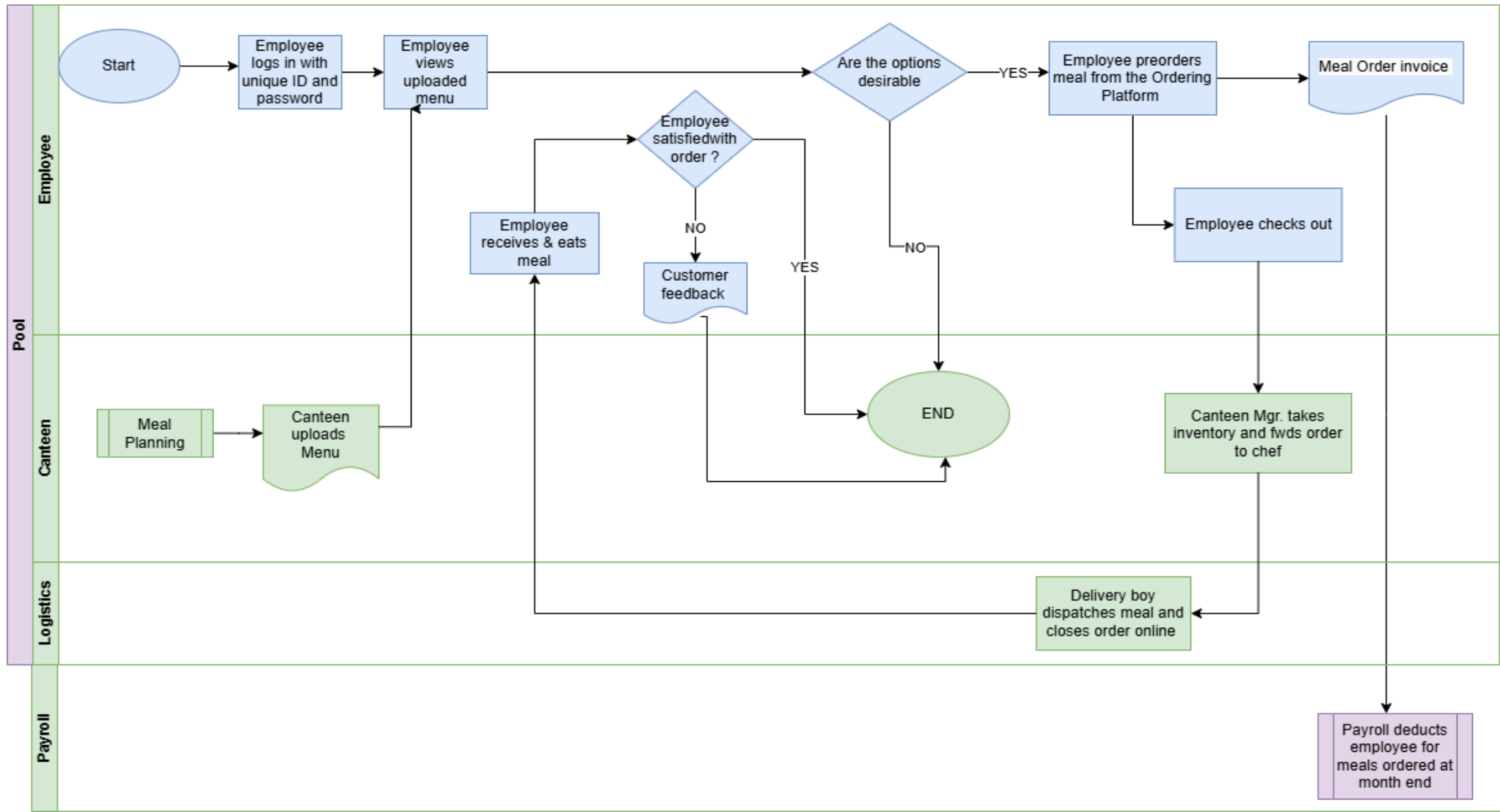
MAIN FEATURES TO BE DEVELOPED IN THE NEW SYSTEM

FEATURES	FUNCTIONALITIES
Account Login & Authentication	Employees can login with their company ID to view profiles.
Online Menu Display	Daily menu with up-to-date availability and prices.
Order Placement System	Employees can place, edit, and confirm orders before 11 am daily.
Order Management	Order Processor can view, aggregate, and manage orders.
Delivery Scheduling	Canteen manager can view and assign preferred delivery times and track orders.
Feedback Mechanism	Employees can provide feedback on meals and service.
Payroll Integration	Automated salary deductions based on monthly orders.

As-Is Process



To-Be Process



TO-BE REQUIREMENTS INTO USER STORIES

Epic	User Story	Acceptance Criteria
Account Login and Authentication	As an employee, I want to be able to log into the platform using my work ID as my username so that I can make my orders.	The system should be able to allow the employee to log into the system using their work ID, authenticate their details and allow them to proceed to the next step.
	As an admin, I want to be able to log into the platform with my username and password so that I can access the different features on the platform.	The system should enable and authenticate the Admin login and password.
Menu Display Customization	As an employee, I want to be able to see the full menu displayed so that I can conveniently make orders.	The system should display all the dishes that are available on the platform.
	As an employee, I want to be able to save my favorite meals so that I can easily request for them later.	The system should allow for saving of employee's favorite meals for easy re-ordering.
Search and Filtering	As an employee, I want to be able to filter the menu so that I can make preferences based on my taste.	The system should allow user to search and filter dishes based of user's meal preferences
Meal information	As an employee, I want to know and understand the ingredients used in making the meals to note potential allergens for example.	The system should provide concise information about the different ingredients used to prepare the dishes including important health information like allergens.
Account Notification	As an employee, I want to be able to receive notifications for order confirmation, payment deduction, meal delivery, etc.	The system should send SMS messages and email to users to confirm orders, meal delivery and payment deduction at the end of the month.
Order Cart and History	As an employee, I want to view all my orders so I can confirm their accuracy before checking out.	The system should enable the employee to view orders in the cart before hitting the confirmation button.

TO-BE REQUIREMENTS INTO USER STORIES

Epic	User Story	Acceptance Criteria
Order Scheduling	As an employee, I want to be able to plan out my meal orders in advance, so I don't have to do it every other day or week.	The system should allow the employee to place orders for meals a month in advance.
Order Tracking	As an employee, I want to be able to visually track my ordered meal so that I can know when it will get to my desk.	The system should enable tracking of the order placed by employee from canteen to desk
	As an admin, I want to be able to view the movement of orders from canteen to the employee.	The system should enable the tracking of the order.
Help Centre	As an employee, I want the help center to be simple and concise so that I can easily understand how to use the platform.	The system should have concise resources in its help centre that walks the user through an easy-to-follow process of using the ordering platform.
	As an employee, I want to be able to send questions, comments and complaints so that my request are attended to in the shortest time possible e.g., within 24 hours.	The system should allow users to leave feedback, questions.
	As the CSM, I want to be able to view and respond to customer comments and questions on the resources in the help center to make understanding of the content much easier for them.	The system should enable the user to respond to questions and comments in the help center with a unique and recognizable ID e.g. @Unilevercanteen which will indicate that responses are coming directly from the Unilever canteen department not other platform users

TO-BE REQUIREMENTS INTO USER STORIES

Epic	User Story	Acceptance Criteria
Customer Feedback	As an employee, I want to be able to leave comments to express satisfaction/dissatisfaction with ordered meal.	The system should allow the employee to input feedback on the meal order experience.
	As a CSM, I want to view customer feedback on our products and services to respond to them appropriately	The system should enable user to view customer feedback and respond using @Unilevercanteen
Menu Categorization	As an admin, I want to be able to categorize meals based on select categories like drinks, dessert, vegan, vegetarian, gluten-free, main course etc. for users to filter menu.	The system should allow user to put dishes and drinks into different categories.
Meal Planning	As an admin, I want to be able to create and update menus, meal information categorize meals so that I can add variety to the menu available.	The system should be enabled to be flexible so that the meals can be added or removed as needed.
Menu Upload & Preview	As an admin, I want to be able to upload, preview and publish the menu and other updates, so the employees can view the menu available.	The system should allow user to upload, preview, publish menu and other.
Meal Costs (Invoice)	As the payroll manager, I want to automatically receive meal invoices per meal order for the salary deduction process at month end.	The system should generate a simple invoice with meal cost breakdown, to be sent to the payroll system for salary deductions at month end.

TO-BE REQUIREMENTS INTO USER STORIES

Epic	User Story	Acceptance Criteria
Menu Scheduling	As an admin, I want to be able to save and schedule meal plans so I can prepare meal menu in advance.	The system should allow user to schedule and save meal plans and menus for later
Order Notification	As an admin, I want to be able to receive notifications for ordered meals and view daily order count to create an accurate inventory.	The system should send notifications for various ordered meals when placed. The system should show the total no. of orders and price of meals made daily.
Dispatch authorization	As an admin, I want to be able to authorize the dispatch of meals to ensure only approved orders are sent out for delivery to employees in time.	The system should allow the admin to authorize deliveries to employees.
Order tracking	As an admin, I want to be able to view the movement of orders from canteen to the employee.	The system should enable the tracking of the order.
Order History	As an admin, I want to be able to view and print the history of orders made by an employee for proper record keeping.	The system should allow for the saving of the orders and transaction of all employees who have used the platform for future reference
Reporting and Analytics Dashboard	As an admin, I want to be able to view reports and analytics of the different activities on the platform.	The system should enable user to view and generate analytics from the platform
Delivery tracking	As a delivery personnel, I want to be able to close an order on the ordering platform once delivery has been completed.	The system should allow the delivery personnel to close the order once customer receives order.
Order pickup Notification	As a delivery personnel, I want to be able to receive alerts when ordered meals are pending delivery.	The system should allow the delivery personnel to receive notifications when meals are authorized by the canteen admin for delivery.

JIRA BOARD USING USER'S STORIES

dyenumvick.atlassian.net/jira/software/projects/UCOSC/boards/12/backlog

Gmail YouTube Maps Mobile WiFi Adobe Acrobat

Jira Your work Projects Filters Dashboards Teams Plans Apps Create 12 days left Search

CANTEEN ORDERING SY...
Software project

PLANNING

- Timeline
- Backlog**
- Board
- Add view

DEVELOPMENT

- Code

Project pages

Project settings

Projects / CANTEEN ORDERING SYSTEM

Backlog

Search E +6 Epic

☐ UCOSC Sprint 1 18 Sep – 2 Oct (2 issues) 0 10 0 Complete sprint

To complete the login order menu and edit orders before 11am

UCOSC-4	1. As an employee, I want to view the daily menu online so that I can decide what to or...	QA	5	E
UCOSC-5	2. As an employee, I want to place and edit my lunch order before 11 am so that I can ...	QA	5	DA

+ Create issue

☐ UCOSC Sprint 2 Add dates (2 issues) 6 0 0 Start sprint

UCOSC-6	3. As a canteen manager, I want to view all placed orders so that I can ensure they are ...	TO DO	3	DA
UCOSC-7	4. As a delivery boy, I want to see a list of orders to deliver so that I can efficiently deliv...	TO DO	3	DA

+ Create issue

Quickstart

CANTEEN ORDERING SY...
Software project

PLANNING

Timeline

Backlog

Board

+ Add view

DEVELOPMENT

Code

Project pages

Project settings

Projects / CANTEEN ORDERING SYSTEM

Backlog

Search

E +6



Epic ▾

UCOSC-7 4. As a delivery boy, I want to see a list of orders to deliver so that I can efficiently deliv...

TO DO ▾

3

AO

+ Create issue

2 issues

Estimate: 6

UCOSC Sprint 3 Add dates (2 issues)

6

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Start sprint

...

UCOSC-8 5. As an employee, I want to provide feedback on my meal so that the canteen can imp...

TO DO ▾

3

IM

UCOSC-9 6. As a Payroll Manager, I want to automatically deduct meal costs from employees' sal...

TO DO ▾

3

I

+ Create issue

2 issues

Estimate: 6

Backlog (0 issues)

0

0

0

Create sprint

Quickstart



UCOSC Sprint 1

To complete the login order menu and edit orders before 11am

🕒 8 days





Complete sprint



PLANNING


 Timeline

 Backlog

 Board

+ Add view

DEVELOPMENT

 Code

 Project pages

 Project settings

🔍 Search



GROUP BY

None ▾



IN PROGRESS

QA 2

UAT

1. As an employee, I want to view the daily menu online so that I can decide what to order for lunch.

 UCOSC-4

5 

2. As an employee, I want to place and edit my lunch order before 11 am so that I can get my preferred meal.

 UCOSC-5

5 

 Quickstart



CHANGE ANALYSTS TEAM MEMBERS

