BUSINESS ANALYSIS CAPSTONE PROJECT

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UNILEVER CANTEEN ORDERING SYSTEM

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Project Overview

Background

Unilever is a British-Dutch FMCG company, headquartered in London, England. Unilever is one of the oldest FMCG companies, and its products are available in around 190 countries.

In its UK offices, Unilever has around 1500 employees which are spread across 12 floors. They have 2 canteens to cater to these 1500 employees. Each canteen can seat around 150 employees at a time.

Current State

Most employees would prefer to take their lunch between 12 noon to 1 pm. This has led to a huge rush in the canteen during lunch hours resulting in employees wasting a lot of time waiting for tables to be vacant.

Management calculated that it took around 60 minutes for employees to go and come back from lunch. Almost 30-35 minutes were wasted in waiting in a queue to collect their food and get a table to sit and eat. However, the time spent eating was barely 10-15 minutes. The remaining 10 minutes were spent reaching and coming back from the canteen using the elevators.

Employees don’t always get the choice of food they want because the canteen runs out of certain items. The canteen wastes a significant quantity of food by throwing away what is not purchased.

Many employees have requested a system that would permit a canteen user to order meals online, to be delivered to their work location at a specified time and date.

Future State

You have been given the following requirements by the Client on the proposed Future State of the System.

1. The employee shall open the web page of the Canteen Ordering System. He/she shall be presented with an up-to-date menu for the day. It will have a list of all the dishes available in the canteen for the day along with its prices.
2. The lunch order can be placed by employees latest by 11 am. After 11 am the system shall not allow the users to place orders for lunch items so that the chefs have sufficient time to cook the ordered dishes. There should be a Menu Manager (a canteen employee) who shall create the menu and update the menu.
3. The users can select the lunch dishes they would like to eat and create an order. They should be able to edit the items they want to order anytime before checking out.
4. Once the order is confirmed and the user has checked out, they should **NOT** be able to cancel or edit the order.
5. The canteen manager also known as order processor should be able to view the orders placed by the employees. He shall take an inventory of all the dishes ordered by different users and get them cooked by the chef.
6. This canteen manager should be able to request a delivery to the employees' workstation.
7. There shall be a meal deliverer (delivery boy) who shall deliver the lunch to the employee's desk. After delivering the lunch, this delivery boy shall close the online customer order.
8. If a customer does not like any food item or is not happy with the delivery system by the canteen, they should be able to submit feedback.
9. There is no payment gateway for the system, so the payment for dishes ordered shall be deducted from employee's salary. Hence, the employees need to enroll for salary payment deduction. The payroll system will handle payroll deductions.
10. At the end of the month the payroll system shall calculate the total number of dishes ordered by each employee. The payroll system shall deduct money from the employee's salary.

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Your Task..

As the Business Analyst assigned to this Project, you are required to;

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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How you will Submit

- Please, feel free to include any other analysis/techniques that will add more value to your project.
- You will submit a pdf report of all your solutions
- Take a snapshot of the Jira Stages (Project Creation, Product Backlog, Sprint Backlog and Jira Board) and include in the report.
- **Link to draw.io for the process Maps - https://app.diagrams.net/
- ** Use the Jira link originally sent to you to Create your Jira Project.

All the best!!