Unilever

UNILEVER ONLINE FOOD ORDERING

Seamless | Smart | Satisfing

Presented byTeam Change Analyst [Agile & RACI 2025]

PRESENTED BY

TEAM CHANGE ANALYST (AGILE & RACI EU)

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PROJECT OVERVIEW- Addressing Canteen Inefficiencies

This project addresses significant inefficiencies within the current Unilever canteen system, driven by employee feedback and operational data viz:

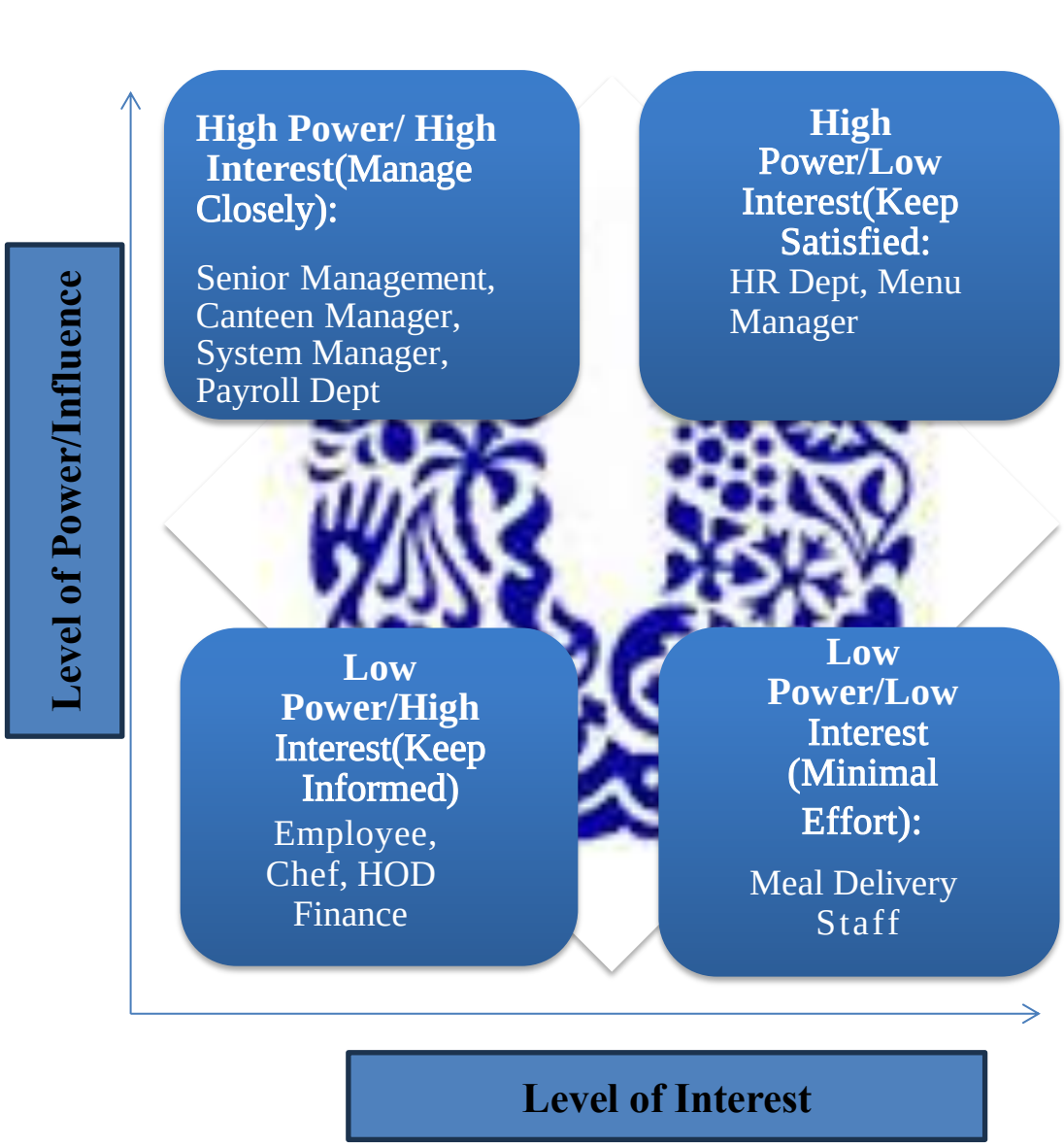
1) **The Current Challenge**
   a) **<u>Lost Productivity</u>**
      - The peak lunch rush (12 PM–1 PM) causes employees to waste an average of **30–35 minutes waiting** for food and seating.
      - The total time spent on lunch is **60 minutes**, with only **10–15 minutes actually spent eating**.
   b) **<u>Food Scarcity & Waste</u>**
      - Employees frequently miss out on their preferred food choices due to items **running out**
      - The canteen experiences **significant food waste** from unpurchased meals.
2) **The Proposed Solution**

Online Food Ordering & Delivery System: Implement a new system that allows canteen users to **pre-order meals online** and have them **delivered to their workstation** at a specified time and date.

IMPACTED STAKEHOLDER

Stakeholders	Level of Impact	Function/Role in the project
Employee	High	Orders lunch, gives feedback, enrolls on payroll system.
Chefs	High	Prepare ordered meals according to the menu and order list.
Menu Manager	High	Creates & updates daily menu and item prices.
Canteen Manager	High	Views orders, takes order inventory, gets the chef to cook, and requests orders delivered to employees' workstations
Meal Deliverer	Medium	Delivers lunch to employees, closes online customer orders.
Payroll System	Medium	Handles payroll deduction from employees' salaries based on the dishes ordered
HR Department	Medium	Oversees employee enrollment for payroll deductions and ensures policy compliance.
IT/System manager	Medium	Manages system maintenance, user accounts, and technical support.
Senior Management	High	Approves funding, monitors implementation success, and evaluates performance outcomes.
Finance	Medium	Oversees overall financial control, including cost tracking and reconciliation with payroll.

STAKEHOLDER ANALYSIS MATRIX



Key Stakeholders

1. Employee
2. Chef
3. Menu Manager
4. Canteen Manager
5. Meal Delivery Staff
6. Payroll System/Dept
7. HR Department
8. IT/System Manager
9. Senior Management
10. HOD Finance

PROJECT JUSTIFICATION

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Stakeholder	Justification
Employee	Core system users; their satisfaction drives the success of project.
Chef	Their workload depends on system-generated order summaries.
Menu Manager	Their workload depends on system-generated order summaries.
Canteen Manager/Order Processor	Oversees daily operations; the success of his depends on the system's accuracy.
Meal Delivery Staff	Needs efficient tracking to deliver correctly and close orders on time.
Payroll System	Requires system integration with payroll data for accurate deduction in salaries/wages.
HR Department	Oversees employee enrollment for payroll deductions and ensures compliance with company's policy.
IT/System Manager	Keeps the system secure and operational by managing system maintenance, user accounts, and technical support.
Top Management	Approves funding, monitors implementation success, and evaluates performance outcomes, expects measurable ROI.
Head of Finance	Needs financial transparency and reporting accuracy, also oversees overall financial control, including cost tracking and reconciliation with payroll

UNILEVER ONLINE FOOD ORDERING AND DELIVERY BUSINESS CASE

SUBMITTED TO	The Chief Executive Officer	**SUBMITTED BY**	CHANGE ANALYST
TO THE ATTENTION OF	Unilever Board of Directors	**POINT OF CONTACT**	Team Members
ADDRESS	Unilever Plc, Lever House, Wood Street, Port Sunlight, Wirral, CH42 4XN.	**ADDRESS**	C25-05 Business Analysis EU
PHONE	080033366584	**PHONE**	082345678901
EMAIL	henrysmith@unileverplc.co.uk	**EMAIL**	changeanalyst_businessanalysis.com
DATE SUBMITTED	01/11/2025	**DELIVERY METHOD**	Digital Copy

EXECUTIVE SUMMARY

Unilever's UK offices host approximately **1,500 employees** across **12 floors**, supported by **two canteens**. Currently, employees experience long queues, wasted time, and limited food options during lunch hours, resulting in lost productivity and dissatisfaction.
This business case proposes the implementation of an **automated Canteen Ordering System** that allows employees to **order meals online**, enabling **faster service, improved resource utilization, and better food management**.
The solution will enhance operational efficiency and employee satisfaction and reduce food wastage, ultimately supporting Unilever's productivity, sustainability, and well-being goals.

CURRENT IMPLEMENTATION

The current manual canteen system poses several challenges, such as long queues during lunch hours, limited seating capacity (150 per canteen) compared to the number of employees the company has in its UK HQ, food shortages and wastage, employee dissatisfaction, and manual processes, its impact on the business has been 30–35 minutes wasted per employee daily, leading to reduced productivity, complaints about waiting times and limited food availability, inability to accommodate all employees at peak times, and overproduction of unpopular dishes and running out of high-demand items.

REASON FOR CHANGE

Inefficiency in the Current Lunch Process

- Too much time is spent by employees waiting in queues for food and available seats.
- The amount of time spent waiting results in significant productivity loss.
- With 1,500 employees affected and only 2 canteens (150 seats per canteen) to serve the entire staff, this equates to hundreds of hours lost daily, reducing organizational efficiency and output.
- This creates overcrowding, long waiting lines, and overall dissatisfaction among staff.

Food Wastage and Stock Shortages

- Canteen staff often overprepare certain dishes and run out of others, due to the absence of a pre-ordering mechanism.
- This leads to avoidable food waste and unnecessary operational costs.
- Better forecasting through an ordering system would enable precise meal preparation and inventory control.

Lack of Digital Efficiency

- The current process is not automated; it's an in-person ordering process with long queues and no data for proper structure.

- There's no system for tracking orders, generating reports, or logging feedback.
- This limits management's ability to monitor canteen performance or waste levels.
- Implementing this system aligns the canteen operations with Unilever's broader digital modernization strategy.

Cost Control

- Automated systems help in tracking consumption patterns, leading to cost savings and resource optimization.
- Operational cost is reduced in the long run when the process is automated.

FINDING A NEW IMPLEMENTATION

In finding a new implementation, a careful process was followed, which aimed at re-analyzing problems, testing new approaches, re-aligning with goals, and ensuring the new plan is more efficient, feasible, and beneficial.

- Review of the current or previous solution approach: to find out if the initial implementation plan was too technical, too costly, or slow, and if stakeholders provide feedback or complaints after pilot testing. We then determined what to retain, modify, or replace in the new plan.
- Conducted a feasibility and options analysis: to assess different solution alternatives — not just "what" the system does, but how it can be implemented better. Should it be a web app, mobile app, or hybrid system? Can canteen staff manage it easily, and is it cost-effective compared to the savings? By the end of the day, we had a short list of feasible solution options.
- Engage stakeholders for insights: collaborated with key stakeholders (canteen staff, employees, payroll, IT, and management) to validate our findings, where we asked questions like:
    - ❖ What's working? What's not?
    - ❖ What new features or integrations would make operations easier?
    - ❖ Are there any overlooked pain points or process bottlenecks?
- Define the new implementation scope: based on the findings, the implementation will include feedback analytics, AI forecasting, improving system performance or mobile accessibility, and automating more processes.

REVIEW OF OPTIONS

To address the inefficiencies in the current canteen process, several potential solutions were considered.
Each option was evaluated based on cost, feasibility, time to implement, user impact, and alignment with Unilever's digital transformation and sustainability goals:

- Maintain the current manual process and do nothing: No immediate cost for system development, no disruption to existing canteen operations, but risks/inefficiencies persist, long queues and wasted time, continued food shortages and wastage, ongoing employee dissatisfaction and productivity loss.
- Full web-based Canteen Ordering and Delivery System (Recommended): This allows employees to pre-order meals online (before 11 a.m.), have them delivered to their desks, and integrate meal payments with payroll deductions. It eliminates canteen queues, allowing advanced meal planning and accurate inventory forecasting, enhancing employee convenience and satisfaction. It reduces food waste through demand-based cooking, helps to increase employees' productivity, and integrates with payroll for automatic deductions, providing real-time reports for management and canteen staff.
- Outsource canteen services to a Third-Party Vendor to handle meal preparation, delivery, and ordering system management. This will offload operational burden from internal teams, while recurring higher costs and less control over pricing and the food quality is not assured, there is also the risk of vendor dependency and data privacy issues. In general, it reduces operational management internally but increases long-term cost and dependency.

This is our recommendation

Implementing the **web-based canteen ordering system** offers the highest operational efficiency, employee satisfaction, and measurable ROI — making it the most viable option for Unilever's business environment.

POSSIBLE VENDORS

Vendor	Key Features / Strengths	Fit to Our Requirements	Considerations / Limitations
Spoonfed	Web-based ordering (desktop + mobile friendly). Multi-site	Strong match: supports multi-location, contract caterer	Might require customisation for payroll deduction and

	scalability. (getspoonfed.com)	workflows; a good fit for ordering + delivery.	internal desk-delivery workflows.
Feedr	"#1 corporate catering platform" according to vendor; large scale with many caterers. (feedr.co)	Good corporate-catering focus: aligns with "ordering online" and "delivery to desks" concept.	Need to check integration with payroll and internal UK office canteen rather than third-party meal subscription model.
Dynamify	Platform focusing on digitising contract catering: queue reduction, digital ordering, etc. (dynamify.com)	Strong for reducing queue times; good operational efficiency benefits.	May need augmentation for full payroll deduction integration and employee self-service features.
Leaf Systems	Online pre-ordering for corporate cafeterias; supports inventory, allergens, employee cards. (leaf-systems.eu)	Very good fit: features include pre-ordering, integration with cards/payments, inventory control.	Possibly less mature in large multi-site UK office canteen environments—check support and UK presence.
South West Systems (SWS)	UK-based EPOS & canteen EPOS system; cloud back-office; supports online ordering/collection/delivery. (southwestsystemsuk.com)	UK vendor: good for local support, compliance; can extend to online ordering.	Might be more focused on general EPOS than full desk delivery + payroll integration; may require customizations.
Civica	End-to-end catering management platform: menus, procurement, compliance, analytics. (Civica)	Excellent for the back-end (menu management, waste reduction, analytics) which matches our needs.	Might require a front-end ordering and delivery module to be added / integrated.

Vendor Selection Process

- A shortlist of 2-3 vendors that best align with our priority features (online ordering + payroll integration + delivery to desks).
- Request demos/proofs of concept focusing on: employee ordering workflow (web/mobile), payroll deduction linkage or data export, menu/inventory management + analytics.
- Check integration and customization needs: How easily can the vendor integrate with our payroll/HR system? What customizations would be required for delivery to desks?
- Compare costs: initial setup + licenses/subscription + hardware (if needed) + support & maintenance especially within the UK.

BENEFITS OF THE UNILEVER CANTEEN ORDERING AND DELIVERY SYSTEM

The implementation of this system will bring value that is both quantitative and qualitative, as well as strategic. Here's how:

- Increased Employee Productivity: Up to 35 minutes saved per employee daily; approx. 750 hours gained per day across 1,500 staff.
- Reduced Food Wastage: orders are based on confirmed demand, so chefs prepare only what's needed.
- Operational Efficiency: automated ordering, delivery tracking
- Cost Savings: estimated ROI within 1 month of implementation through time saving alone.
- Payroll Deduction Accuracy: automatic salary deductions eliminate manual calculation errors.
- Enhanced Employee Experience: staff enjoy faster, more convenient meal access and greater food choice — improving satisfaction and workplace morale.
- Better Canteen Service Management

- Positive Company Image: It shows Unilever's commitment to employee well-being and digital innovation.
- Digital Transformation & Sustainability: reduced waste and efficient resource use.
- Data-Driven Decision Making: analytics from order data help in forecasting demand and planning menus.
- Scalability and Replicability: once successful, the system can be deployed to other Unilever locations globally.

KEY PERFORMANCE INDICATORS

The KPIs measure how well the system saves time, reduces waste, improves satisfaction, ensures accuracy, and supports Unilever's strategic goals of sustainability and digital transformation.

KPI	Target / Benchmark	Why It Matters
Delivery Time Accuracy	≥ 95%	Indicates how well the delivery process performs.
Menu Update Compliance	100% compliance	Ensures employees always view an up-to-date menu.
System Uptime	≥ 99% uptime	Reflects system reliability and IT performance.
Order Error Rate	≤ 2%	Tracks the accuracy and quality of order handling.
Average Lunch Time per Employee	Reduced from 60 → 25 mins	Measures direct productivity gain from system usage.
Employee Satisfaction Score	≥ 85% satisfaction	Reflects user acceptance and perceived system value.
Adoption Rate (System Usage)	≥ 90%	Indicates system acceptance and success of change management.
Feedback Resolution Rate	≥ 90%	Measures service responsiveness and satisfaction.
Food Waste Reduction (%)	≥ 25–30% reduction	Direct measure of sustainability and cost savings.
Payroll Deduction Accuracy	100% accuracy	Ensures financial transparency and system reliability.
ROI (Return on Investment)	Payback within 1 month	Measures financial success of the project.
System Response Time	≤ 3 seconds	Affects user satisfaction and efficiency.
Defect Density (Post Go-Live)	≤ 2 per release	Ensures software quality and stability.
Helpdesk Ticket Volume	Gradual decrease after Month 1	Reflects system ease of use and training success.
System Scalability	1,500 users supported concurrently	Ensures long-term viability of the system.
Sustainability Index (Waste & Energy)	≥ 25% improvement	Aligns with Unilever's environmental goals.
Digital Transformation Maturity	Level 4 of 5 maturity	Measures Unilever's digital progress internally.

IMPLEMENTATION RISKS

These are the potential problems that could delay, derail, or reduce the success of the canteen ordering project, including system failures, user resistance, budget overruns, scope creep, or integration issues. They can be managed proactively through testing, training, a clear scope, and strong governance ensures smooth rollout, user satisfaction, and lasting value.

Risk	Impact	Mitigation Strategy
System Downtime or Failure	High	Conduct load testing before go-live; ensure server scalability and IT support.
Integration Issues with Payroll	High	Involve Payroll and IT early in integration design and testing; perform parallel runs before go-live.
Data Security Breach	High	Implement encryption, secure authentication, GDPR compliance, and regular security audits.
Staff Resistance to Change	High	Conduct awareness sessions, hands-on training, and provide

		user support.
Inaccurate Menu or Order Data	Medium	Create validation checks and approval workflows before menu publication.
Overreliance on System	Medium	Maintain manual fallback procedures for emergencies.
Budget Overruns	High	Maintain a 10–15% contingency budget; monitor milestones closely.
Low Return on Investment (ROI)	High	Ensure user engagement campaigns and continuous improvement post-launch to sustain an increased level of productivity
Maintenance and Support Costs	Medium	Negotiate maintenance contracts with clear SLAs and cost caps.
Scope Creep	High	Clearly define and freeze scope after sign-off; use change control procedures.
Schedule Delays	Medium	Use agile sprint planning; track milestones weekly; assign a dedicated project manager.
Vendor Reliability	High	Conduct vendor due diligence; include performance clauses in the contract.
Non-Alignment with Company Strategy	Medium	Involve senior management in key project reviews.
GDPR and Data Privacy Non-Compliance	High	Ensure full GDPR compliance and employee consent for salary deductions by way of data minimization(only necessary data should be provided), transparency, and employee notification, secure data processing, and explicit consent from employees.
Low User Adoption	High	Run communication campaigns and incentivize adoption.
Feedback Ignored	Medium	Establish a feedback loop and regular system reviews.
System Overload During Peak Hours	High	Use cloud auto-scaling and load balancing.

SUGGESTED VENDOR

Spoonfed serves as our best option considering our requirements

Requirement	**Business Justification/Rationale**
Web-based ordering (desktop + mobile friendly)	Employees order from desks / mobile devices — must be seamless.
Delivery workflow tracking	Meals delivered to desks, tracking is essential.
Integration with payroll/HR systems	Automatic salary deductions are part of our business case.
Inventory/menu management + analytics	We want waste reduction, forecasting, and data-driven decisions.
Multi-site scalability	Two canteens, many employees — the platform must handle scale and different locations/floors.
Data security, role-based access, GDPR compliance	Handling employee and payroll data means high security and privacy requirements.
Local support and UK presence	Implementation and support locally will smooth the rollout.
Cost-effectiveness / ROI potential	We want a strong return given expected productivity and waste savings.

Spoonfed is recommended because it aligns strongly with our core needs of web ordering + delivery + analytics, + scale. and is designed for enterprise catering operations (not just a simple menu-ordering app). It gives the foundation needed to achieve the benefits, KPIs, and digital maturity we aim for, which is at least Level 4 of 5 maturity, data-driven operations.

ESTIMATED COSTS

Cost Category	Estimated Cost (GBP)	Description
Software Development / Licensing	£20,000–£25,000	Web-based platform (ordering, menu management, delivery tracking).
Payroll Integration Module	£5,000	Secure API integration with HR & payroll.
Delivery Tracking & Mobile Access	£3,000	Employee desk delivery and mobile functionality.
Hosting & Cloud Infrastructure	£2,000	Secure cloud hosting and data backup.
Training & Change Management	£2,000	Employee and staff onboarding.
Annual Maintenance & Support	£2,000-£2,500	Technical support and updates.

Benefit/Gains**:**

- Eliminates queues and food waste.
- Saves 750 staff hours/day (worth £375k/month).
- ROI within 1–2 months of go-live.
- Strongly aligns with sustainability and digital transformation goals.

TECHNOLOGY MIGRATION

This migration aims to transition Unilever's current manual canteen process which relies on physical queues, paper-based tracking, and ad-hoc food preparation to a fully digital, web-based platform that automates meal ordering, kitchen management, and delivery tracking while integrating with payroll for salary deductions, with the intent of supporting Unilever's objectives of enhancing employee experience, increasing productivity, reducing food waste, advancing digital transformation and sustainability goals. A technology migration for this project is multi-dimensional, and it's seen as follows:

- Planning and Assessment: Map all current canteen processes, define data migration requirements, assess technical readiness, and assign roles.
- System Configuration and Setup: Set up Spoonfed's environment for Unilever, configure delivery workflows and permissions, establish payroll integration via secure API or encrypted data exchange, and customize reports and dashboards for performance tracking.
- Data Migration: Import employee master data, load sample menus, prices, and historical data, conduct data validation to ensure accuracy and consistency, and backup legacy data and maintain read-only access during transition.
- Pilot Deployment: Conduct a pilot rollout in one canteen or selected departments, allow employees to place live test orders, gather feedback on usability, order accuracy, and delivery times, and resolve technical and operational issues before full rollout.
- Full Implementation: Roll out the system to both canteens across all 12 floors, conduct user training for all employees and canteen staff, implement the communication plan, and begin full payroll-linked ordering and delivery operations.
- Post-Migration Support and Optimization: Monitor system performance and usage metrics, collect ongoing feedback from employees and canteen staff, schedule regular reviews with Spoonfed support for optimization, and perform system audit for data security and GDPR compliance.

IMPLEMENTATION PROGRAM

To ensure minimal disruption, high user adoption, and smooth integration with Unilever's existing payroll and HR systems, the implementation program for the project follows a structured, phased approach beginning with planning and configuration, moving through data integration and pilot testing, and concluding with full deployment and optimization with a timeline of about 13 weeks.

Phase	Key Activities	Duration	Deliverables / Outputs
1. Planning & Requirement Gathering	- Identify business and technical requirements- Map current canteen processes- Define integration needs (Payroll, HR)- Assign roles	2 Weeks	• Requirement specification document • Process maps • Approved project plan

	and responsibilities		
2. System Configuration & Setup (Spoonfed Environment)	- Configure Spoonfed platform (branding, menu templates, user roles)- Set up data fields for employee IDs, departments, pricing- Define workflows for ordering, delivery, and feedback	3 Weeks	• Configured Spoonfed test environment • System setup validation report
3. Data Migration & Integration	- Import employee and menu data- Test payroll integration securely (salary deductions)- Validate migrated data accuracy- Perform backup of existing manual records	2 Weeks	Migrated data verified Payroll integration report Backup confirmation
4. Pilot Testing & User Training	- Conduct pilot test with one canteen / two floors- Provide training for canteen staff and employees- Gather feedback and fix identified issues- Measure order accuracy and delivery times	2 Weeks	Pilot test report User training completion log Feedback analysis
5. Full System Implementation (Go-Live)	- Deploy Spoonfed across both canteens- Launch employee communications (emails, posters, intranet)- Activate live ordering and payroll deductions- Monitor first week's performance	2 Weeks	Go-live checklist User adoption report Payroll deduction verification
6. Post-Implementation Support & Optimization	- Monitor system performance (uptime, order errors)- Provide technical support and resolve early issues- Review KPIs (waste reduction, satisfaction)- Conduct lessons learned review	2 Weeks	• Post-implementation review • KPI dashboard • Continuous improvement plan

CONCLUSION & EXECUTIVE DECISION STATEMENT

The Unilever Canteen Ordering System aims to resolve long queues, wasted employee time, and food wastage in the company's UK offices.
Currently, employees lose up to 30–35 minutes daily waiting for lunch, leading to significant productivity loss and dissatisfaction.
The proposed web-based system will allow employees to pre-order meals online before 11 a.m. and have them delivered directly to their desks.
It will include modules for menu management, order tracking, payroll integration, and real-time reporting for canteen staff and management.
By automating these processes, Unilever will improve efficiency, reduce food waste, and enhance employee convenience.
The system aligns with Unilever's digital transformation goals and commitment to sustainability.
A cost analysis shows that the solution will pay for itself within the first month through recovered productivity time alone.
Stakeholders, including HR, Payroll, IT, and the Canteen team, will benefit from reduced manual work and improved accuracy.
After reviewing alternative options, the web-based system offers the highest return on investment and the most strategic value.
In conclusion, implementing this system will create a smarter, faster, and more sustainable canteen experience, boosting both operational performance and employee satisfaction.
We respectfully request management's approval and the allocation of £39,500 in funding to implement the proposed solution.

RACI MATRIX

	KEY STAKEHOLDERS										
Task/Product Deliverables	Agile Project Manager	Business Analyst	IT/System Manager	Canteen Manager(Order Processor)	Menu Manager	Meal Delivery Personnel	Chef	Payroll Dept	HR Dept	UI Designer	Software Dev
Task 1: Project Initiation	**R**	**C**	**C**	**A**	**A**	**I**	**C**	**I**	**I**	**C**	**I**
Task 2: Identify Stakeholders	**A**	**R**	**I**	**C**	**C**	**I**	**I**	**I**	**I**	**I**	**I**
Task 3: Requirement gathering & documentation	**A**	**R**	**I**	**C**	**C**	**I**	**C**	**C**	**C**	**I**	**C**
Task 4: Design & Architecture	**A**	**I**	**C**	**I**	**C**	**I**	**C**	**I**	**I**	**R**	**C**
Task 5: Menu Management setup	**I**	**I**	**I**	**A**	**C**	**I**	**C**	**I**	**I**	**C**	**R**
Task 6: Order Processing Workflow Configuration	**I**	**I**	**C**	**A**	**C**	**I**	**C**	**I**	**I**	**C**	**R**
Task 7: Integration with Payroll System	**A**	**C**	**C**	**I**	**I**	**I**	**I**	**C**	**I**	**I**	**R**
Task 8: Development & Testing	**A**	**C**	**C**	**I**	**I**	**I**	**I**	**I**	**I**	**C**	**R**
Task 9: Go-Live & Deployment	**A**	**C**	**C**	**I**	**I**	**I**	**I**	**I**	**I**	**I**	**R**
Task 10: Training & User Onboarding	**C**	**A**	**R**	**I**	**I**	**I**	**I**	**I**	**I**	**I**	**I**
Task 11: Maintenance & Support	**I**	**I**	**R**	**I**	**I**	**I**	**I**	**I**	**I**	**I**	**A**
Task 12: Performance Review & Development	**A**	**C**	**A**	**I**	**I**	**I**	**I**	**I**	**I**	**I**	**A**

MAIN FEATURES TO BE DEVELOPED IN THE NEW SYSTEM

FUNCTIONAL REQUIREMENTS

1. Employee Experience

a) **Dynamic Menu Viewing:** Ability for employees to view the current daily menu, including prices, in real-time.

b) **Order Creation and Editing:** Functionality for employees to select dishes, manage quantities in a digital cart, and modify the order before checkout.

c) **Order Confirmation and Lock:** Secure process to submit a final order and prevent subsequent changes or cancellations.

d) **Order Deadline Enforcement:** System logic to automatically block order submission after the **11 AM cut-off time**.

e) **Salary Deduction Enrollment:** Opt-in feature on the employee profile to authorize automatic payment via payroll deduction.

f) **Post-Meal Feedback:** Ability for employees to submit ratings and comments on food quality and delivery service after an order is **complete**

2. Canteen Management & Operations

a) **Menu Management:** Tool for the Menu Manager to create, update, and publish the daily menu and retain historical menu data.

b) **Order Fulfillment Dashboard:** Dashboard for the Canteen Manager to view all confirmed orders and filter them by employee or dish.

c) **Aggregate Order Reporting:** Automated report showing the total aggregate quantity needed for *each dish* to coordinate cooking and inventory.

d) **Delivery Status Tracking:** Mobile interface for the Meal Deliverer to update order status (Picked Up, Delivered) to complete the fulfillment loop.

3. Financial & Business Reporting

a) **Monthly Payroll Aggregation:** Secure backend process to calculate the total monthly meal costs for each enrolled employee.

b) **Payroll Deduction Reporting:** Generation of a monthly report (e.g., CSV) detailing costs and deduction codes for the external Payroll System.

c) **Strategic Management Reports:** Dashboards displaying key metrics, including system adoption rate, dish popularity rankings, and overall employee satisfaction scores

NON-FUNCTIONAL REQUIREMENTS (SYSTEM CAPABILITIES)

1. <u>System Performance & Speed</u>

a) **Fast Menu Loading:** The primary employee menu screen must load quickly to prevent delays during peak ordering times.

b) **Instant Transaction Confirmation:** The system must process and confirm critical transactions (Order Lock, Payment Enrollment) in near real-time.

c) **High Concurrency Support:** The system must maintain speed and stability even when the entire user base is placing orders simultaneously.

d) **Rapid Report Generation:** Management and Canteen reports must be generated efficiently to support timely operational decisions.

2. <u>System Security & Control</u>

a) **Mandatory Single Sign-On (SSO):** All users must log in securely using the company's existing enterprise authentication system.

b) **Strict Role Authorization:** The system must strictly enforce permissions so users can only access features relevant to their role (Employee, Manager, Deliverer). *(Standard: Zero unauthorized actions.)*

c) **Data Protection:** Sensitive financial data (enrollment status, deduction costs) must be protected with encryption during storage and transmission.

3. <u>System Reliability & Usability</u>

a) **High Availability:** The system must be accessible and operational during critical business hours (especially ordering and delivery windows).

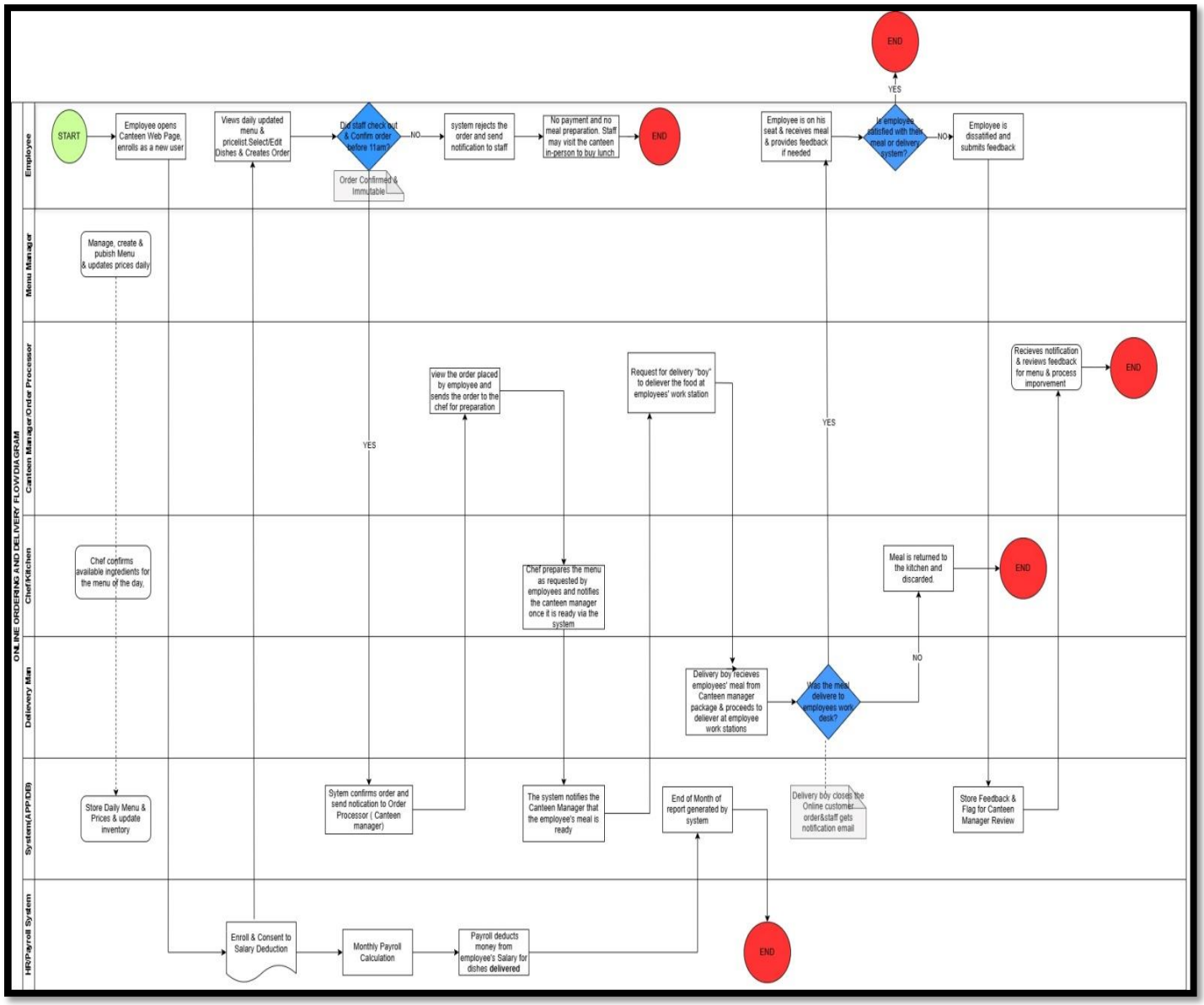
b) **Mobile Responsiveness:** Key operational and employee screens (Menu, Delivery Status) must be fully functional and usable on standard mobile devices.

c) **Intuitive Ordering Flow:** The process of finding dishes and placing an order must be extremely easy and clear for first-time users.

UNILEVER CANTEEN ORDERING REVISED TO-BE PROCESS FLOW STEPS

1. Employee opens the Canteen web page and enrolls as a new user immediately
2. The new HR payroll system captures and files the document the enrolment for end of month deductions for orders delivered to the employee
3. Menu Manager shall create the menu and update the menu list for the day via the system inventory.
4. After enrolment, employee shall proceed to view the updated menu for the day and the price list. Thereafter employee proceeds to select, edit and place order before 11am
5. Once the order is confirmed and the user has checked out, they should NOT be able to cancel or edit the order.
6. 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
7. When the meal is prepared, the canteen manager gets notification that employee's food is ready
8. The canteen manager then proceeds to request for a delivery "boy" who will deliver the food to employees at their workstation.
9. The meal deliverer (delivery boy) shall deliver the lunch to the employee's desk. However, if the employee is not on seat at his/her workstation the meal is returned to the kitchen and kept till COB and if not picked up by employee from the kitchen , it will be discarded (this becomes a waste) due to health and safety concerns.
10. And if employee is at the workstation, the delivery by will hand over the meal and thereafter he shall close the online customer order.
11. If employee does not like any food item or is not happy with the delivery system by the canteen, they should be able to submit feedback
12. The online feedback form is filled and submitted via the system. The canteen manager gets notification regarding the employee's feedback and reviews the feedback for process improvement
13. There is no payment gateway for the system, so the payment for dishes ordered shall be deducted from employee's salary having enrolled and consented to this service upon opening the web page.
14. The payroll system will handle payroll deductions. At the end of the month the payroll system shall calculate the total number of dishes ordered and delivered by each employee. The payroll system shall deduct money from the employee's salary

FUTURE (TO- BE) PROCESS FLOW USING SWIM LANE DIAGRAM



TO-BE REQUIREMENTS TRANSLATED INTO EPIC USER STORIES & ACCEPTANCE CRITERIA

Epic	Goal	User Story	Acceptance Criteria (A.C.)
SIGN-UP AND SALARY DEDUCTION ENROLMENT	Securely enroll new employees and set up salary deduction for meal purchases.	1. As an employee, I want to create a new account using my staff ID and corporate email so that my identity can be verified as part of the Unilever workforce.	1. Registration page shows fields for Staff ID and Corporate Email. 2. System verifies details against Unilever's HR database. 3. If details match, allow progression to the next step. 4. If mismatch, display error: "Invalid Staff ID or email — please contact HR."
		2. As an employee, I want to receive a confirmation code via my corporate email during sign-up so that I can verify my identity securely.	1. Submitting email sends an automatic one-time verification code (OTP). 2. OTP expires after 10 minutes. 3. Must enter the correct and valid OTP to proceed. 4. If invalid/expired, display error: "Invalid or expired verification code."
		3. As an employee, I want to provide my personal details (name, department, phone number, work location) during registration so that my canteen orders can be correctly identified and delivered.	1. Registration form includes fields for Full Name, Department, Phone Number, and Work Location. 2. All fields must be mandatory. 3. System validates phone number format (e.g., +44 or +234 pattern). 4. On successful completion, information is stored in the Spoonfed user profile.

		4. As an employee, I want the system to automatically enroll me in salary deduction during sign-up so that my canteen purchases can be deducted from my monthly pay without extra steps.	1. Upon completing personal details, system automatically triggers salary deduction enrollment with HR/Payroll API. 2. User sees message: “Salary Deduction Enrollment in Progress…” 3. Upon success, display: “Salary Deduction Setup Complete.” 4. If payroll integration fails, account is not activated and system notifies: “Salary deduction setup incomplete — please contact HR.”
		5. As an employee, I want to read and agree to a salary deduction consent notice before completing my registration so that I understand the payment terms.	1. Before finalizing, display Salary Deduction Consent Notice with terms. 2. “I Agree” checkbox must be mandatory. 3. If unchecked, “Complete Registration” button remains disabled. 4. Copy of accepted terms is timestamped and stored in the account profile.
		6. As an employee, I want my salary deduction details (employee ID, payroll number, deduction limit) linked to my profile so that all future canteen orders are billed accurately.	1. Upon successful enrollment, sync employee ID and payroll number from HR records. 2. System stores a monthly deduction limit (e.g., £200). 3. User profile displays details under “Payment Settings.” 4. Orders beyond limit trigger a warning message and prevent checkout.

		7. As an HR/Payroll Officer, I want the system to receive new user enrolment data automatically so that salary deductions can be processed in the next payroll cycle.	1. Each successful registration generates a data record (ID, Start Date, Limit). 2. Data automatically syncs with Unilever Payroll System via secure API. 3. HR/Payroll dashboard displays a log of all new enrollments with timestamps. 4. If sync fails, flag record and retry or alert HR.
Dynamic Menu Viewing	Ensure employees see the correct and up-to-date canteen menu at all times.	1. As an employee, I want to view the canteen menu for the current day so that I can decide what to order.	1. Logged-in user sees available meals for the current day on the Menu page. 2. Menu items display name, description, price, and serving time. 3. Menu automatically refreshes daily at midnight. 4. If no items, display: “No meals available today.” 5. Allow viewing next day’s menu only if published.
		2. As an employee, I want the menu to update automatically when new meals are added or sold out so that I always see accurate meal options.	1. Changes by canteen manager update menu in real time (no refresh needed). 2. When sold out, status instantly changes to “Sold Out” and disables “Add to Order.” 3. New meals added mid-day appear instantly. 4. Uses real-time inventory data for availability control. 5. Users never see outdated or unavailable items.

		3. As the system, I want to display only available meals based on real-time inventory so that users don't order out-of-stock items.	1. System syncs with inventory (e.g., every 30 seconds or instantly). 2. If inventory reaches zero, meal is automatically hidden or marked "Out of Stock." 3. "Add to Cart" button is disabled for out-of-stock items. 4. Ongoing orders with newly sold-out items trigger prompt: "This item is no longer available." 5. No order is processed for an unavailable meal, even with simultaneous attempts.
ORDER CREATION	Enable employees to seamlessly create, review, and confirm canteen orders through the Spoonfed platform with automatic salary deduction as the payment method.	1. As an employee, I want to select food and beverage items from the daily dynamic menu so that I can add them to my order for a specific mealtime.	1. System displays items categorized by meal type (breakfast, lunch, dinner). 2. Each item shows name, description, price, and availability status. 3. Employee can add one or more items to the cart. 4. System automatically updates the total order value.
		2. As an employee, I want to specify the quantity of each menu item and choose available customization options so that my order reflects my exact preferences.	1. System allows quantity adjustments (e.g., +/–). 2. System displays available customization options (e.g., sides, portion size, remove ingredients). 3. Total price dynamically updates based on quantity and options. 4. Employee cannot exceed menu stock limits for any item.

		3. As an employee, I want to review my order summary so that I can confirm all details before submission.	1. System displays an order summary (items, quantities, prices, total amount). 2. Employee can edit or remove items directly from the summary. 3. System shows chosen delivery or pickup location and estimated time. 4. System provides an option to proceed to confirmation.
Order Confirmation and Checkout	Ensure employees can easily review, confirm, and finalize lunch orders for error-free processing.	1. As an employee, I want to modify my order before final confirmation so that I can correct mistakes or update my lunch choice.	1. Allow editing items before checkout. 2. Changes automatically update total cost and quantity. 3. Prompt confirmation before submission.
		2. As an employee, I want to save my preferred lunch items as a favorite so that I can reorder them quickly.	1. Allow marking items as Favorite. 2. Favorites appear as quick-select list. 3. Enable removing or updating favorites.
		3. As an employee, I want to receive an email summary of my confirmed lunch order so that I can verify my selection and delivery details.	1. Automated email sent upon checkout. 2. Email includes order details and reference code. 3. Delivery time is displayed.
Order Deadlines Enforcement	Guarantee timely order processing by automatically managing lunch order cutoff times.	1. As an employee, I want a visible countdown timer to the 11:00 AM cutoff so that I can track remaining time for placing orders.	1. System displays countdown to cutoff. 2. Order button disables automatically when time expires.

		2. As an admin, I want to configure different cutoff times for weekdays or holidays so that operations align with varying schedules.	1. Allow flexible cutoff rules per day. 2. Changes reflect immediately for all users.
		3. As an employee, I want to receive a reminder notification before the 11:00 AM cutoff so that I don't miss placing my lunch order.	1. Send reminders via email or app. 2. Reminder time configurable by admin.
Post Meal Feedback	Collect employee feedback on lunch quality and service for continuous improvement.	1. As an employee, I want to upload a photo of my meal when submitting feedback so that I can illustrate my dining experience.	1. Enable photo upload in feedback form. 2. Link feedback to corresponding order ID.
		2. As a canteen manager, I want to view summarized feedback analytics so that I can monitor meal satisfaction trends.	1. Show average ratings and common comments per dish. 2. Filter by date range, department, or dish.
		3. As an employee, I want to receive acknowledgment when my feedback is reviewed so that I feel my input is valued.	1. Send acknowledgment once reviewed. 2. Tag reviewed feedback as Resolved or Action Taken.
Menu Management	Enable daily creation, update, and publishing of employee lunch menus efficiently.	1. As a menu manager, I want to duplicate previous menus so that I can reuse common meal templates.	1. Allow cloning of prior menus. 2. Enable modification before publishing.
		2. As a menu manager, I want to assign calorie and nutrition information to each meal so that employees can make healthier lunch choices.	1. Include fields for calories and nutrition facts. 2. Display info to employees on menu page.

		3. As a menu manager, I want to mark certain meals as Chef's Special so that featured dishes get more visibility.	1. Highlight special meals in employee portal. 2. Auto-update tagged items across all views.
Order Fulfilment Dashboard	Provide real-time visibility of all confirmed lunch orders to support efficient kitchen operations.	1. As a kitchen staff, I want to filter orders by collection time slot so that I can prioritize meal preparation.	1. Add filters for collection time slots. 2. Color-code orders based on urgency.
		2. As a canteen manager, I want to receive real-time alerts for high-volume dishes so that resources can be adjusted.	1. Trigger alerts for threshold breaches. 2. Notify dish name and order count.
		3. As a kitchen supervisor, I want to mark meals as Ready for Pickup so that delivery staff can collect them promptly.	1. Add Ready for Pickup status. 2. Timestamp updates for tracking.
Aggregate Order Reporting	Support data-driven kitchen planning through summarized daily lunch order reports.	1. As a canteen manager, I want to view total order quantities by department so that I can plan distribution efficiently.	1. Group totals per department. 2. Auto-refresh after cutoff time.
		2. As a manager, I want to compare current day's order volume with previous days so that I can forecast future lunch trends.	1. Provide graphical trend reports. 2. Auto-calculate percentage changes.
		3. As a kitchen supervisor, I want to download a summarized ingredient list so that I can streamline procurement.	1. Include dish name, quantity, ingredients. 2. Exportable in CSV or PDF.

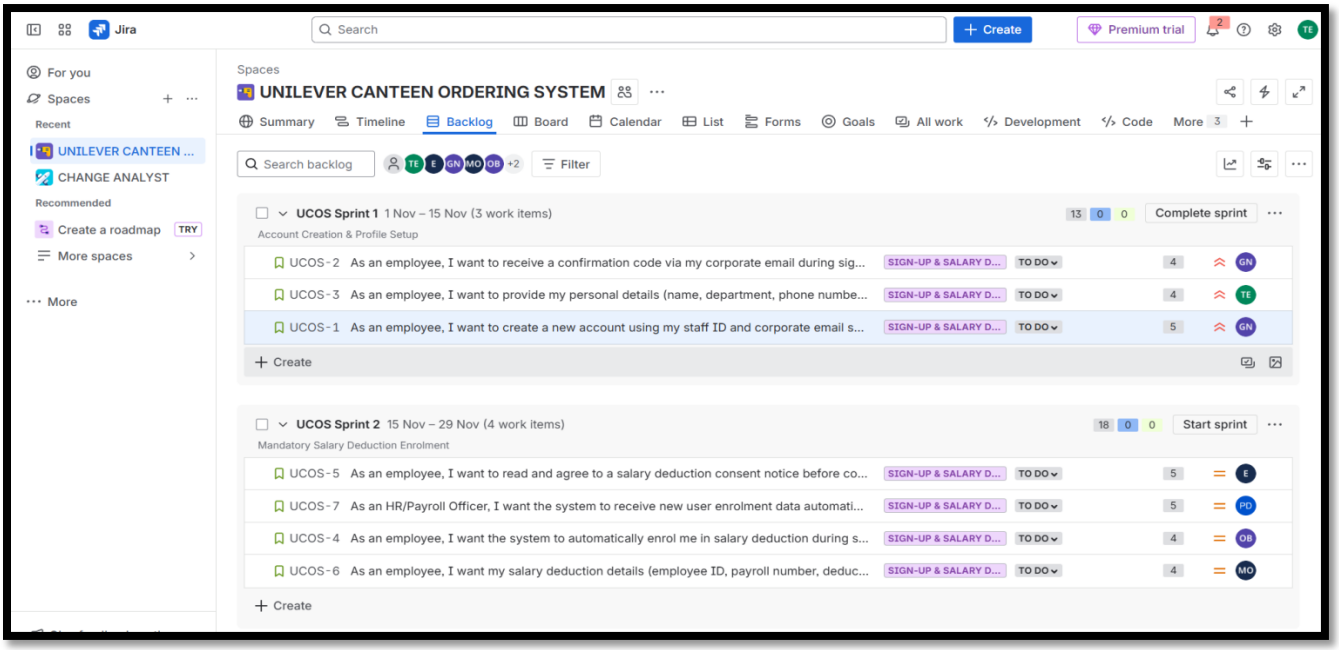
Delivery Status Tracking	Ensure transparent tracking of all lunch deliveries from preparation to employee receipt.	1. As a delivery staff, I want to filter my assigned orders by building or department so that I can plan my route efficiently.	1. Group orders by department/zone. 2. Filters auto-update for new assignments.
		2. As an employee, I want to track my lunch delivery in real time so that I know when to expect it.	1. Display live status updates. 2. Send notifications on delivery completion.
		3. As a delivery supervisor, I want to monitor driver performance and average delivery times so that I can identify areas for improvement.	1. Auto-log delivery timestamps. 2. Show performance metrics per driver.
Monthly Payroll Aggregation	Automatically consolidate employee lunch order costs for accurate monthly salary deductions.	1. As a payroll admin, I want to schedule automatic monthly payroll exports so that the process requires minimal manual intervention.	1. Auto-generate payroll files monthly. 2. Send confirmation upon export success.
		2. As an HR manager, I want to view a breakdown of lunch deductions per department so that I can review cost distribution.	1. Show total meal cost per department. 2. Enable weekly or monthly filters.
		3. As a payroll officer, I want alerts for discrepancies in deduction totals so that errors are corrected before payroll submission.	1. Flag mismatched totals. 2. Show affected employee IDs.
Strategic Management Report	Provide leadership with insights into system usage, food trends, and employee	1. As a manager, I want to view department-level adoption rates so that I can assess engagement across the organization.	1. Display adoption percentages per department. 2. Allow export for HR reports.

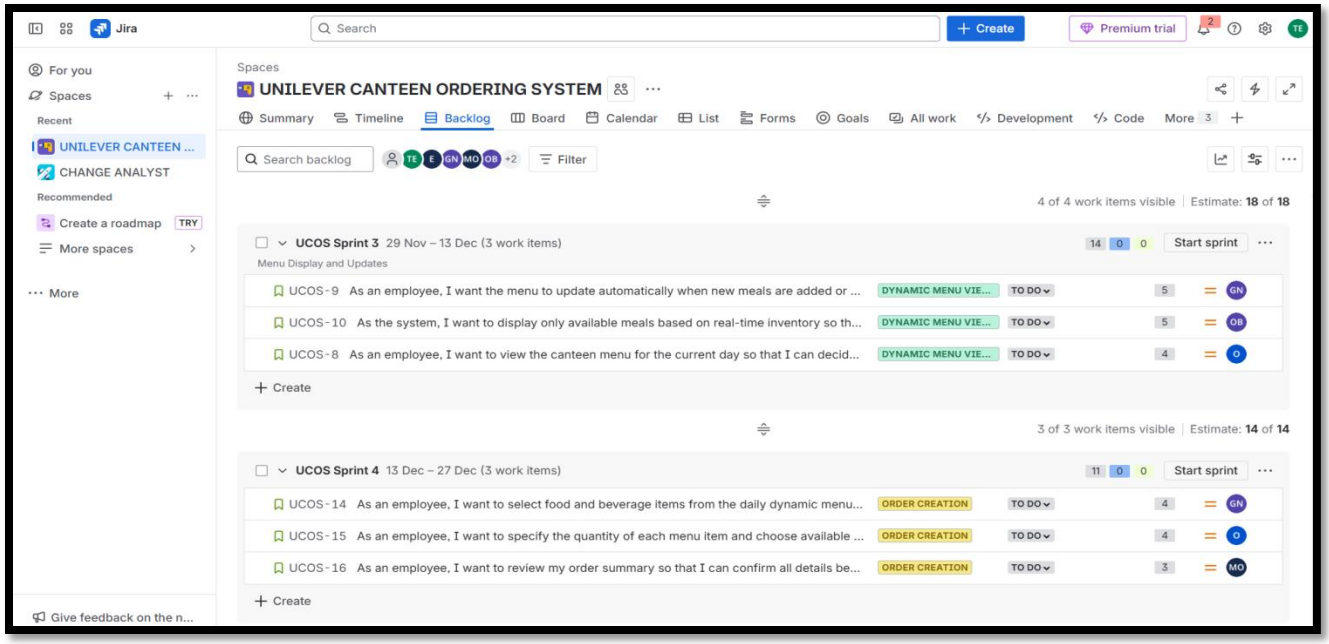
	satisfaction to drive improvements.	2. As a management analyst, I want to track recurring complaints by dish so that I can flag problematic meals.	1. Aggregate feedback frequency by dish. 2. Highlight items with repeated complaints.
		3. As a senior manager, I want to receive a monthly performance summary so that I can review canteen efficiency at a glance.	1. Include KPIs (users, satisfaction, popular dishes). 2. Auto-deliver monthly reports via email.

JIRA PROJECT FOR THE NEW SYSTEM

SPRINT PLANNING: Creation of four (4) sprints based on the highest **business value** and **customer needs (MVP)**, while adhering to the **INVEST** principles (Independent, Negotiable, Valuable, Estimable, Small, Testable).

JIRA BACKLOG (Sprints1-4)

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UNILEVER CANTEEN ORDERING SYSTEM
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Forms
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All work
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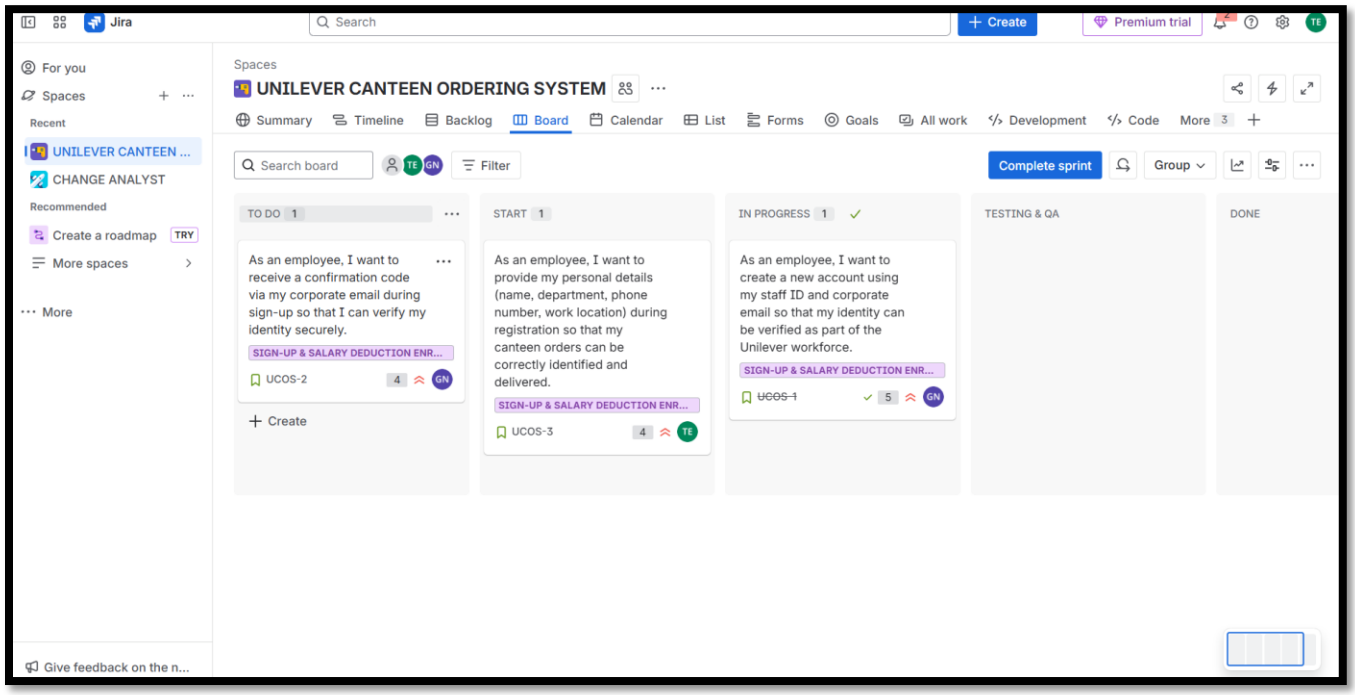
Code
More 3
Search backlog
Filter
4 of 4 work items visible | Estimate: 18 of 18
UCOS Sprint 3 29 Nov – 13 Dec (3 work items)
Start sprint
Menu Display and Updates
UCOS-9 As an employee, I want the menu to update automatically when new meals are added or ...
UCOS-10 As the system, I want to display only available meals based on real-time inventory so th...
UCOS-8 As an employee, I want to view the canteen menu for the current day so that I can decid...
DYNAMIC MENU VIE...
TO DO
Create
3 of 3 work items visible | Estimate: 14 of 14
UCOS Sprint 4 13 Dec – 27 Dec (3 work items)
UCOS-14 As an employee, I want to select food and beverage items from the daily dynamic menu...
UCOS-15 As an employee, I want to specify the quantity of each menu item and choose available ...
UCOS-16 As an employee, I want to review my order summary so that I can confirm all details be...
ORDER CREATION

JIRA BOARD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UNILEVER CANTEEN ORDERING SYSTEM
Summary
Timeline
Backlog
Board
Calendar
List
Forms
Goals
All work
Development
Code
More 3
Search board
Filter
Complete sprint
Group
TO DO 1
START 1
IN PROGRESS 1
TESTING & QA
DONE
As an employee, I want to receive a confirmation code via my corporate email during sign-up so that I can verify my identity securely.
As an employee, I want to provide my personal details (name, department, phone number, work location) during registration so that my canteen orders can be correctly identified and delivered.
As an employee, I want to create a new account using my staff ID and corporate email so that my identity can be verified as part of the Unilever workforce.
SIGN-UP & SALARY DEDUCTION ENR...
UCOS-2
UCOS-3
UCOS-1
Create

VALIDATING USER STORIES BASED ON THE INVEST CRITERIA

Epic / Story	User Story	Independent	Negotiable	Valuable	Estimable	Small	Testable	Validation Summary
Account Creation & Profile Setup	Create a new account using staff ID and corporate email for workforce verification.	Can be developed and deployed without relying on other features.	Scope can be adjusted to include additional ID verification methods.	Provides clear value by confirming employee authenticity.	Effort is easy to estimate due to clear input and output.	Small enough to deliver within a single sprint.	Verification process can be tested through email and ID validation.	Well-scoped and adheres fully to INVEST principles.
	Receive a confirmation code via corporate email during sign-up for secure identity verification.	Works independently as part of the authentication process.	Can be refined to specify code format or expiry time.	Adds security and trust to user registration.	Straightforward to size based on email API integration.	Concise feature for one iteration.	Easily tested by triggering and validating code delivery.	Meets all INVEST criteria effectively.
	Provide personal details during registration for correct order identification and delivery.	Operates independently from other sign-up steps.	Data fields and formats can be discussed or extended.	Ensures personalized service and accurate delivery.	Simple to estimate due to limited data scope.	Small and implementable in one sprint.	Testable via form validation and database record checks.	Clear and valuable user story.
Mandatory Salary Deduction Enrolment	Automatic enrolment in salary deduction during sign-up for seamless payment.	Can be implemented separately from other payroll processes.	Limited flexibility since it is a mandatory policy.	Provides efficiency by removing manual deduction steps.	Effort is estimable through payroll system integration complexity.	Manageable as a single configuration module.	Verified by successful payroll deduction after sign-up.	Strong story, though less negotiable due to policy constraints.
	Read and agree to salary deduction consent notice before registration completion.	Standalone feature within sign-up workflow.	Wording and presentation can be discussed with HR.	Provides legal and informational value to employees.	Simple estimation for UI and logic development.	Compact task suitable for one sprint.	Can be tested by requiring consent before progressing.	Fully aligns with INVEST.

	Link salary deduction details to employee profile for accurate billing.	Works independently once user data is collected.	Integration parameters can be adjusted as needed.	Ensures financial accuracy in monthly deductions.	Estimation is clear based on data linking effort.	Focused scope allows quick delivery.	Validation possible through test payroll runs.	Clearly defined and measurable story.
	HR/Payroll system automatically receives new user enrolment data for salary deductions.	Independent automation process between systems.	Integration format and frequency can be modified.	Enables timely payroll updates and accuracy.	Estimation depends on integration API complexity.	Small, well-contained automation story.	Testable through successful data sync logs.	Meets all INVEST attributes.
Menu Display and Updates	View the canteen menu for the current day to decide what to order.	Independent front-end feature with minimal dependencies.	Layout and data presentation are negotiable.	Provides immediate decision-making value to employees.	Simple to estimate based on menu display logic.	Can be completed within one sprint.	Testable by checking correct daily menu display.	Straightforward and valuable feature.
	Menu updates automatically when new meals are added or sold out.	Operates independently but connects to inventory updates.	Refresh logic and timing can be adjusted.	Keeps users informed with real-time availability.	Estimable based on update frequency and backend sync.	Manageable for one iteration.	Testable through real-time updates simulation.	Fully compliant and user-centric.
	System displays only available meals based on real-time inventory.	Independent of user actions but relies on data feeds.	Logic and sync intervals are adjustable.	Prevents user frustration from unavailable items.	Estimable by evaluating inventory link complexity.	Compact yet impactful backend feature.	Testable by verifying menu availability vs stock data.	Satisfies INVEST with slight dependency consideration.


Unlever Eats
ORDER CONFIRMED!
THANK YOU
Unlever
THANK YOU
Presented by Team Change Analyst [Agile & RACI EU]
8 November 2025