PIZZERIA PROJECT PLAN

SEMESTER 1

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Group:
18-1

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Content

Introduction - project background

Pizzeria “Mario and Luigi’s Pizzas” is receiving increased clientele because of their amazing pizzas. However, their way of dealing with it, is not that satisfactory for their customers. A third stakeholder - mr. Panucci was interested in the success of the restaurant, because he saw potential in Mario and Luigi’s pizzas. Although, mr. Panucci doesn’t want to invest in business until the problems with managing increased clientele will be solved.

Client

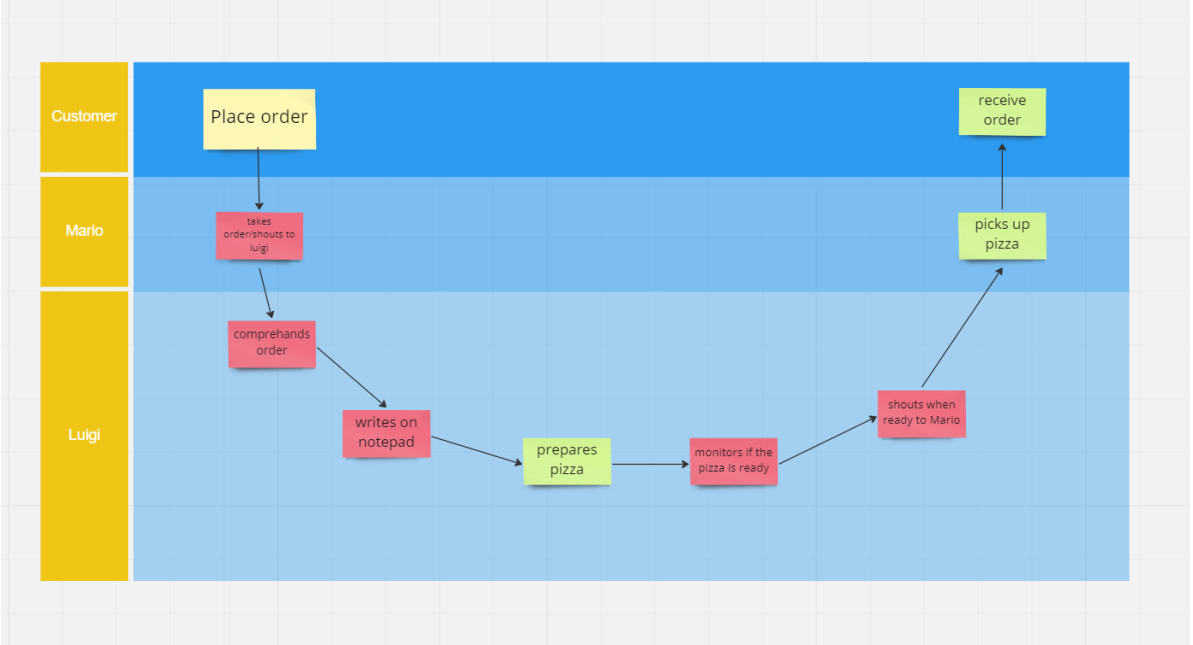
We are mostly dealing with primary clients, but also with secondary clients. The primary clients are Mario, Luigi and mr. Panucci, and the secondary clients are the customers of the restaurant. We need to please all their requirements and for this we analysed the problems really well.

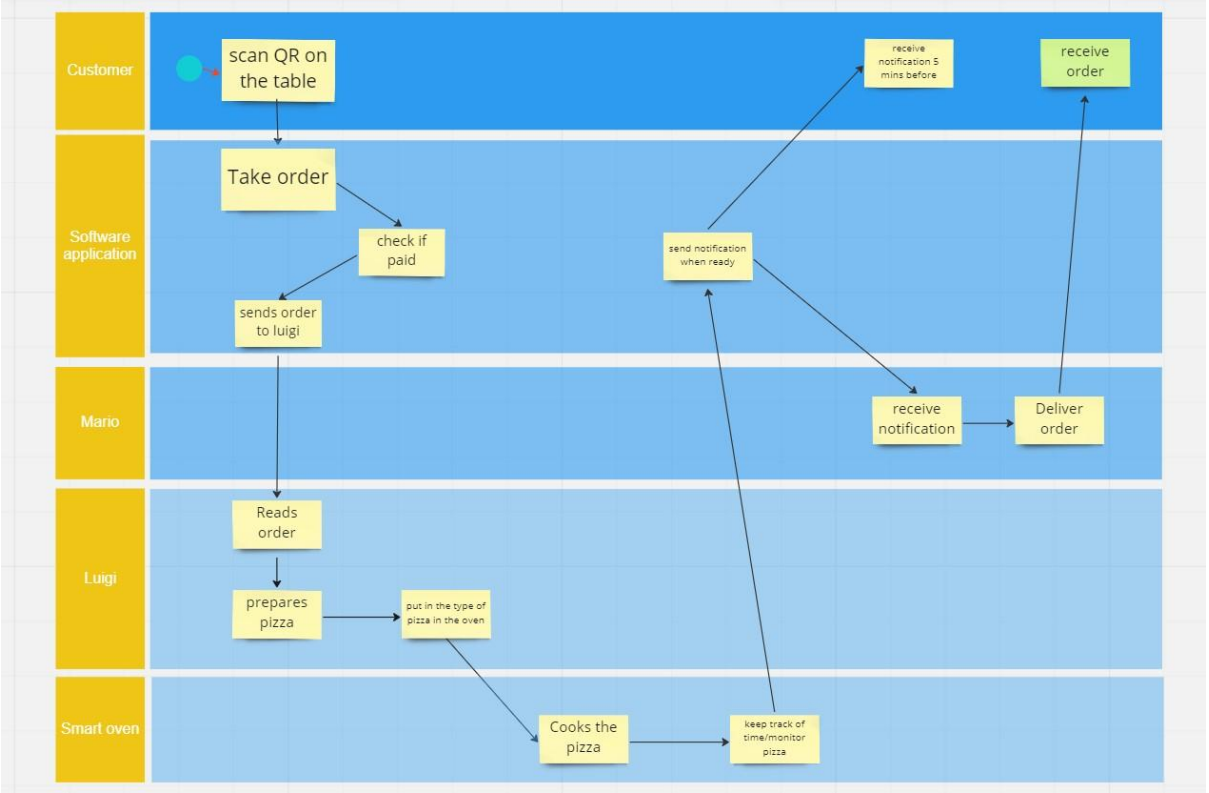
- Mr. Panucci sees a lot of potential in Mario and Luigi’s business. This is why he wants to invest in it and help them improve it. For this reason, he would want Mario and Luigi to have an website with ordering features for their business.
- The owners of the restaurant just want to solve their problems by adding technology into their working system
- The customers, whose pleasing depends on achieving the other bullet points.

Current situation and problem description

The process of ordering and receiving pizza is a bit chaotic at the moment. Starting from Mario, the cashier, taking an order and then shouting it to the chef, Luigi, who tries to decipher the order and then putting it down on the notepad. Luigi prepares the pizza and also monitors if the pizza is ready and shouts to Mario to pick it up.The customers are understandably uncomfortable with the high amount of noise. Moreover, with the way things work right now the orders can get misheard, arrive too

cold to the customers. These are unnecessary problems in pizzeria and for this reason we have to solve them.
The third stakeholder mr. Panucci is scared that the restaurant can't handle the increasing clientele because of the owners' ordering process. This is why, our goal is trying to find what they do wrong in their system and come up with improvements, as well as solutions. In the diagrams below you can find the problems highlighted with red and the alternative process we suggest our clients.





Deliverables

In order to Improve Mario and Luigi's business and also to please Mr. Panucci we came up with an idea for a software application. This application's role is to allow the customers order online, but also make the connection between customers' orders, Mario and Luigi. There will be 2 options for ordering and dining. The customers can order online or from the restaurant by scanning the QR code assigned to the table they are sitting, which will lead them to the same website but will have their table and their eating option already fulfilled and by talking to Mario, who is going to complete the ordering process for them on the website as well. We want to implement this because the website will receive the orders' information send it to the Flask server, which is going to post it on Luigi's page and this way he will have all the orders organised and won't need to pay attention to Mario's shouting.
Then, from the information on his page, the smart oven will receive the type of pizza. Luigi can manually start the oven at the right temperature for that exact pizza or the smart oven will do it itself. The oven will have a countdown showing how long it is until the food is ready. This will also be displayed on the costumer's page and 5 minutes before its order is ready, it will receive a notification and Mario will receive one when it is ready so he can bring it to the front desk. Luigi will keep an eye on the oven in order to get the pizza out at the right time and not let it burn.

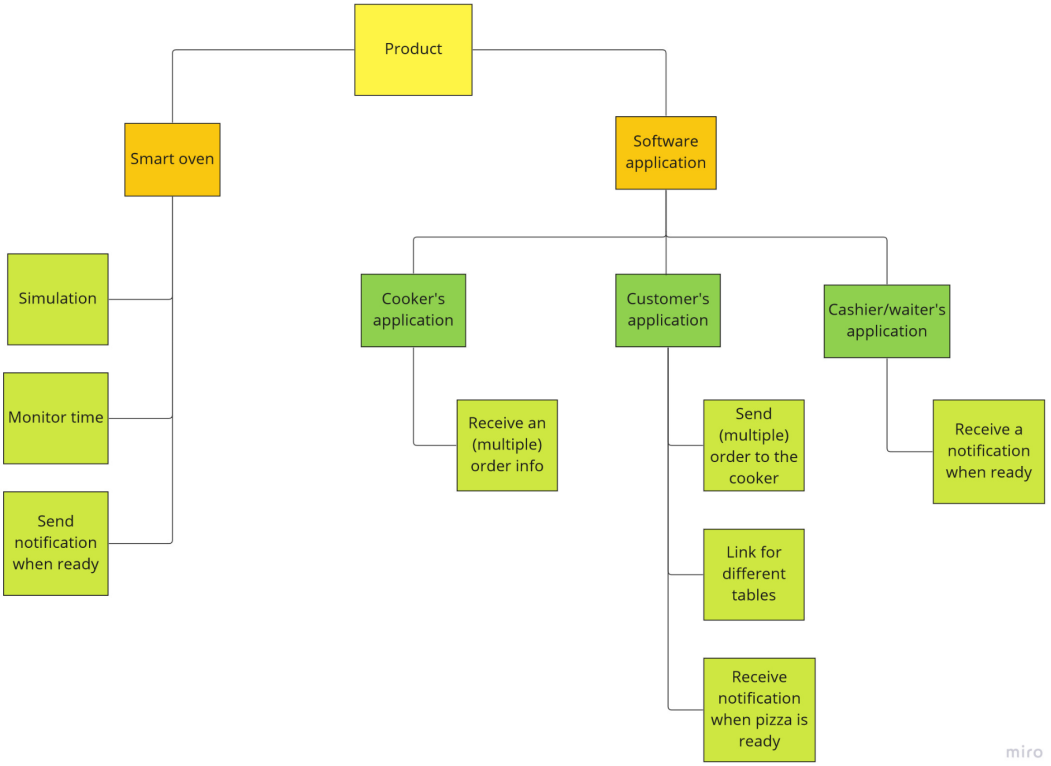
As mentioned before, the dining options are dining-in or takeaway. By dining-in, Mario will bring the pizza to the table when it is ready. For the takeaway option, the countdown is useful for the customer to know when to pick it up from Mario.

For the business flow to grow, we suggest our client to introduce some special offers sometimes, for example:

- Every pizza at 5 euros on Wednesday
- Pizza of the week for only 8 euros
- Happy hour - at 1 large pizza you receive another one for free

The last offer needs data analysis for it to be successful. We are going to retain every order's placing time and day in a csv file. With the help of that file, after analyzing it, the owners can see which day and at what hours they don't receive that many orders. Those will be the perfect ones to announce a Happy hour offer, increase the number of orders and grow their business.

The diagram below has the purpose to show the process we thought of, in a more simplified way:



Non-deliverables

Our client asked for the customers to have the option to log in to an account. This is a really important aspect for the business's website. Unfortunately, we are not going to deliver that, but it will be on the future ideas list, because personal accounts are essential sources of data which can also turn out useful for statistics.

Other ideas we suggest for future implementation:

- With the use of the accounts which will stock every order, the user can receive different number of points.
- The points can be used to activate some food offers.
- The option to personalise your pizza when ordering it - Having a plain pizza for which you choose what you want to add from the list of all ingredients.

Constraints (MoSCoW)

We are limited in time. During 3 weeks it is expected of the team to deliver a solution for the pizzeria to help manage a large amount of customers. We are going to use Python as a back-end language and Flask as a web framework. Additionally, the Arduino will be used as a monitoring system in a smart oven.

Must have: a working software application that's going to create an easier ordering and cooking process.
Should have: a notification system that's going to inform a cashier and a customer when the pizza is ready. An easy cancellation policy.
Could have: adding a timer for customers to see. "Happy hours" for the period of time when there will be a discount.
Will not have: an automated pizza making program, the pizzas still need to be prepared by hand. The Software Application will also not have user accounts.

Risk assessment

Misunderstanding the tasks, one risk that could possibly occur is that the tasks are misunderstood by the team members. We try to prevent this as much as possible by communicating with each other and writing down the tasks in Trello. We check each others work to rule out that no task is misunderstood.

Not finishing before deadlines, we have a really short period of time for this project, due to the fact that it is very possible that some of us will not finish their work on time. We use Trello to monitor the tasks and the deadlines of the task. If we see that someone is probably not going to make it we ask if we can help them.

Change of requirements, because we are working with a client it could happen that the requirements of the project may change. We arrange meetings with the client every period of time to show our progress and discuss if we are still going in the right direction.

Not attending meetings, it could happen that one of the team members is not able to attend a meeting due to sickness or any other reason, we don't have an attendance policy because we all try to be present at every meeting. If someone isn't, he/she probably has a good reason. We try to contact him/her to ask if it is still able to finish his/her work before the deadline, otherwise we will divide it between other team members.

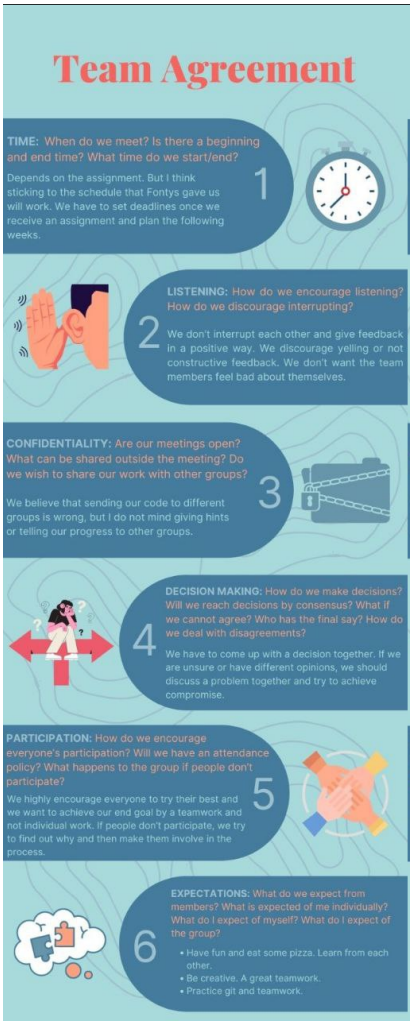
Team

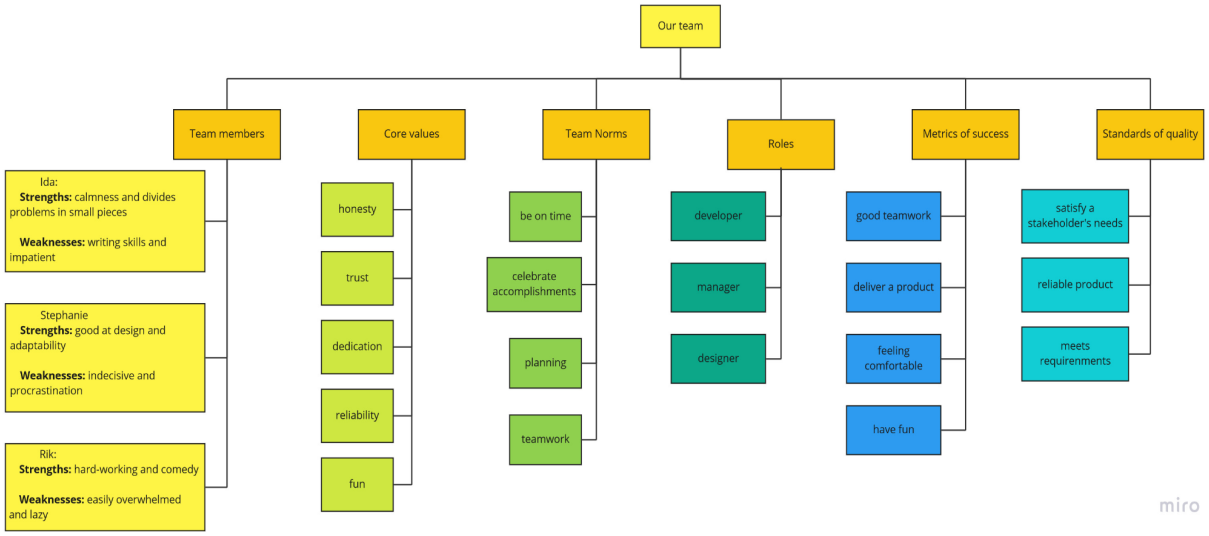
It is clear that this project is made for teamwork. In order to achieve that, our team formed by:

- Ida Galimova
- Rik van Moll
- Stephanie Radu,

came up with a team agreement, in order to be more productive and efficient.

Another tool we used is creating a team charter, which helps us to organise our roles, values, norms and goals. We decided that we don't need a leader because it is better to listen to all of our ideas and combine them into achieving the best final result. Also, an asset of our team consists of our genuine connections, which make working together and making decisions a lot more easier and efficient.





Planning

Being organised is a crucial aspect when working on projects. We, as a professional team, mark our tasks, ideas, deadlines on Trello in order to have a better experience while working.
We decided to come up with tasks step by step. Why this method? Because although we already thought about our working process, we cannot be aware of the errors or problems that may occur. This way we can come up with new detailed tasks after we know everything already done is working.