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# CASE STUDY ON Takeaway Subscription and Food Ordering System ADipITo4 -Software Project Management

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## Abstract

This official research based report is based on case study on Takeway Subscription and Food Ordering System

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## ABOUT THE AUTHOR



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## 1. Introduction

### 1.1 Brief Introduction

In today's contemporary world of advanced growth of technology, many restaurants have been focusing on setting goal on quick preparation and speed delivery of food orders.

Takeaway Subscription and Food Ordering System is a manual system that is especially designed to provide delivery of food services to its clients based on their order. This system handles the record of membership from clients and food item booking. Food ordering system is based on cloud database services and allows user to easily access the service with providing food order in an affordable charge.

### 1.2 Aims & Objective

- To find out the protagonist character and users of the existing system.
- To manage the details of food items, table available, customers information and item category etc.
- It is a built system application program that aim to reduce the manual work for managing food ordering, customer delivery address and item category. (freeproject, 2017)
- It increases the efficiency and working performance of managing the food and items.
- The key objective is to handle and manage the information of customers and different suppliers.

### 1.3 Function Specification

**Member/Clients:** A new member need to fill an application form in order to join with charge of subscription fee to the Membership Officer. The member to pay an annual subscription each year for his/her membership when requested by the Treasurer. Member can easily modify their personal data and in case of their not payment of subscription charge for membership within three months, he/she will get notice to quit membership.

**System:** Takeaway Subscription and Food Ordering System is a restaurant-based system that provide varieties of food cuisine services to its clients such as Chinese, Indian, Continental, Italian and so on. The system allows members to order food items by selecting food stalls and place an order after food is chosen. The receptionist takes down the order and adds charge to the member's credit. But in case of non-member, they need to directly pay hand cash against the items they order. After order is made, members and non-members get a token and food ordered is receive in corresponding response to particular token. Takeaway Subscription and Food Ordering System is willing to developed new computerized system.



## 2.1 Project Charter

29.04.2019

### Project Charter

#### Project Summary & Identification

Project Name:	Takeaway Subscription & Food Ordering System
Description:	The system design, develop and implement the customer recognition framework to provide subscription and food order service as per the will of customers.
Executive Sponsor:	Mr. Chris Pratt
Project Manager:	Mr. Sonam Sangpo Lama & Mr. Aashish Thapa
Project Start-End Date:	5th/January/2019-16th/October/2019
Budget:	Rs. 3902737.5
Approve Date:	15th/January/2020

#### Background

Takeaway Subscription & Food Ordering System is aiming to create a computerized system in order to provide its clients or subscriber quick food ordering services through online platform. The system will be keeping the detail records of subscribers or customers for future and security purpose.

#### Purpose

This project charter conveniently outlines the purpose of the project. The purpose s of a project are:

- To determine the early steps of the project.
- To provide better understanding of the project with clear justification
- To allow member to book different types of food stalls over online.
- The system allows members to be able to register online over the internet.

#### Goals

The significant motive and goal of the projects are as mention below:

- To provide members or subscribers with high degree of satisfaction through their best services.
- To design and develop a promotional website for the system to handle customer management effectively.
- The main motive of the system is to provide effective protection and security level for the confidential data of members.
- It produces the report showing the details of members, records of food item booking and item availability details.
- The automated allocation of data will be available to create a final report.
- The prime vision of the project is to improve the functional efficiency of the system.

#### Scope

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But after using this system, they don't need to wait longer for order. It saves time of customer and enhance customer satisfaction.

- This system will save the number of human resources.
- Whenever new food and service is added, customer get notification and they will be able to view an updated thing.
- The system takes survey of customers and get feedback of their services.

#### Key Stakeholders

Client	Mr. Chris Pratt
Sponsor	Mr. Chris Pratt and Mrs. Alexandre Daddario
Project manager	Mr. Sonam Sangpo Lama & Mr. Aashish Thapa
Project team members	Mr. Sonam Sangpo Lama, Mr. Enzo, Mrs. Sam, Mr. Saugat KC

#### Project Milestones

Milestones		
Item	Major Events / Milestones	Dates
1.	Project Due Date	18/10/2010
2.	Complete a research summary	19/02/2019
3.	Measure the outcome result	15/09/2019
5.	Use an online software tool	12/01/2019
6.	Develop department toolkit, templates, resources	22/03/2019
7.	Communication with stakeholder groups and implementation	10/01/2019
8.	Website launch	09/07/2019
11.	Framework analysis and judgement	17/07/2019

#### Project Budget

S.No.	Budget Description	Total Cost
1	Human Resources	
	1.1 Staffs	1602250
2	Project Development	
	2.1 Procure Hardware	754500
	2.2 Procure Software	200000
2	Renewable & Consumable Resources	
	3.1 Internet & Electricity charge	39000



	4.3 Office Expenses	30000
	4.4 Repair & Maintenance	60000
	4.5 Travel & Entertainment	54000
	4.6 Utilities	72000
	Grand Total (After deducting 13% VAT)	3902737.5

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