PRD – Food Delivery Management App

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## Overview

A comprehensive food delivery management app to streamline the process of placing orders, managing deliveries, and tracking order statuses for users, restaurants, and delivery partners.

## Hero scenario

• Any user can place an order from available restaurants.

• Restaurants receive the order and update preparation status.

• Delivery partners pick up and deliver the food.

• Users can track their order and provide feedback.

## Personas

User – A customer placing orders.

Restaurant Staff – Individuals managing food preparation and orders.

Delivery Partner – Person delivering food to customers.

Admin – Person overseeing the operations, managing restaurants and delivery teams.

## Key user stories

1. As a user, I should be able to browse menus and place orders.

2. As a user, I should be able to track the order status in real-time.

3. As a restaurant staff member, I should be able to manage incoming orders and update preparation status.

4. As a delivery partner, I should be able to see available orders and update delivery status.

5. As an admin, I should be able to view reports and monitor delivery performance.

6. As an admin, I should be able to onboard new restaurants and delivery partners.

## Metrics

• Number of active users, restaurants, and delivery partners.

• Total number of orders placed.

• Average preparation and delivery times.

• Customer satisfaction ratings per order and restaurant.