

Canteen Ordering System for Unilever



PGP BA COURSE COHORT 1

Project By:

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Business Analysis Core Concept Model (BACCM)

Need	The need is to have an online canteen ordering system which can reduce the food wastage, operating costs, manpower and increase employee's work time.
Change	The change is to automate the current canteen system to an online meal ordering system.
Solution	The solution is to develop an online canteen ordering system in Java, that will allow the canteen users to order their meals and get it delivered to their workspace.
Context	The context leading to change is that company has to cater 1500 employees during the lunch time (12-1pm). This causes huge rush in the canteen and leads to waste of employee's time waiting for seat.
Value	<p>The value add with new system are:</p> <ul style="list-style-type: none"> • Saves manpower and employee's time so increased efficiency • Low operational cost and less wastage of food • No rush in the canteen during lunch time
Stakeholder	<p>External stakeholders:</p> <ul style="list-style-type: none"> • Supplier • Project Manager • Implementation SME • Operational IT team • Testers <p>Internal stakeholders:</p> <ul style="list-style-type: none"> • Inventory manager • Chef • Canteen manager • Employees • Meal deliverer • Payroll team <p>Business Analyst</p>

Project Tasks

1. Identifying stakeholders – Create a list of stakeholders (as taught in Business Analysis Planning and Monitoring Knowledge Area)
2. Identify the problem statement in this system.
3. Identify objectives of the new Canteen Ordering System.
4. Create as-is and future process map (using flowcharts). You can use any of the popular tools in the market like Microsoft Visio, Lucid Chart, Creately, Pidoco, or Balsamiq
5. As a Business Analyst working on this project, find out the scope of the Canteen Ordering System. To find the scope you can use the case diagram (UML) or context diagram for the same.
6. Write down the main features that need to be developed.
7. Write the in-scope and out-of-scope items for this software.
8. Draw an activity diagram for the system.
9. Draw an ER diagram of the system.
10. Write out the business requirements, both the functional and non-functional requirements.
11. Draw wireframes or mock screens for any two of the features namely Menu Creation and any other feature as deemed fit by the student. (Use the technique prototyping or wire framing that is taught in the Training). You can use any of the wireframing tools like Microsoft PowerPoint, Microsoft Word, Balsamiq, Sketch, Adobe XD, Adobe Illustrator, Figma, UXPin, InVision Studio, InVision Freehand, or Moqups.

Identifying stakeholders - Create a list of stakeholders

RACI Matrix is used for identifying the responsibility of each stakeholder involved in the process :

- **Responsible (R):** the persons who will be performing the work on the task
- **Accountable (A):** the person who is ultimately held accountable for successful completion of the task and is the decision maker
- **Consulted (C):** the stakeholder or stakeholder group who will be asked to provide an opinion or information about the task
- **Informed (I):** a stakeholder or stakeholder group that is kept up to date on the task and notified of its outcome.

Stakeholders	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Supplier	R			
Project Manager		A		
Implementation SME			C	
Operational IT team			C	
Testers	R			
Inventory manager	R			
Chef	R			
Canteen manager	R			
Employees				I
Meal deliverer	R			
Payroll team				I
Business Analyst	R			

Problem Statement

Problem Definition: Canteens of Unilever offices in UK are not well occupied to cater their employees. Office is spread across 12 floors with almost 1500 employees where they have 2 canteens to cater maximum 150 employees each at a time. Employees usually take lunch break around 12 noon to 1pm which led to huge rush in canteen. Due to huge rush, employees have to wait in queues and it wastes almost 30-35 minutes where only 10-15 minutes is spent for eating by employees which shows that almost 50-60% time is wasted in wait time. Employees also don't always order the food of their choice and it results in wastage of food by canteen and they have requested to create online food ordering system which permits them to order food online and get it delivered at their work location in specified time and

Objectives and Advantages of the System.

Objectives.

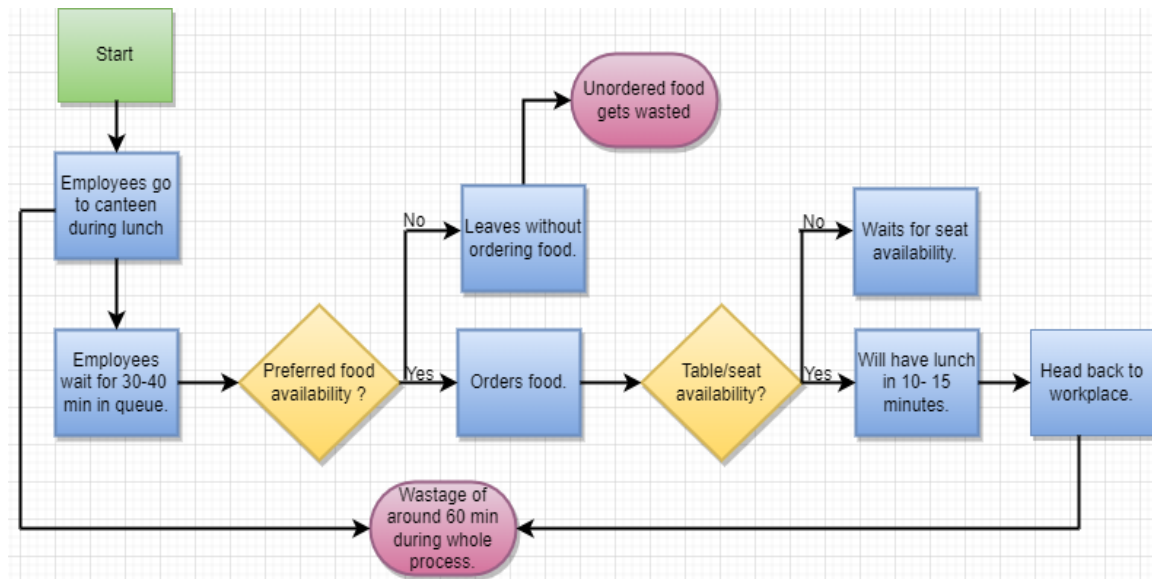
- Reduce canteen food wastage by a minimum of 30% within 6 months of the first release of the ordering system.
- Reduce canteen operating costs by 15% within 12 months of the first release of the ordering system.
- Increase the average effective work time per employee per day by 30 minutes within 3 months of the first release of the ordering system.
- Operate with less manpower in the canteens by making the ordering process automated and delivering the food to the employee's workstation.

Advantages.

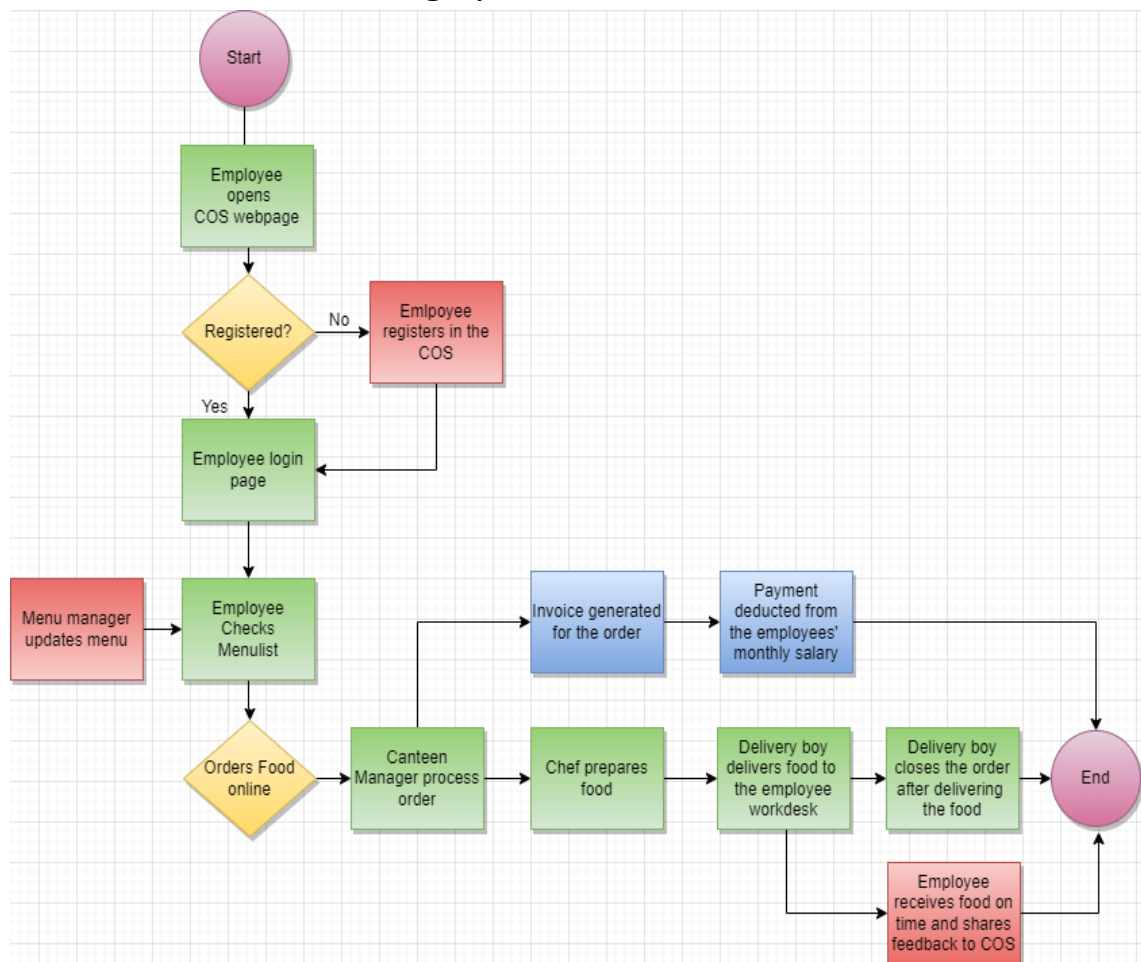
- The new ordering system will improve both the quality of work life and employee productivity by saving them time and increasing the chance that they will get the food items they prefer.
- The new ordering system will, also, reduce overall costs of running the canteen by reducing wasted food and automating portions of the process.

As-is and Future Process Flowchart.

- As-is(current) Canteen Ordering System.

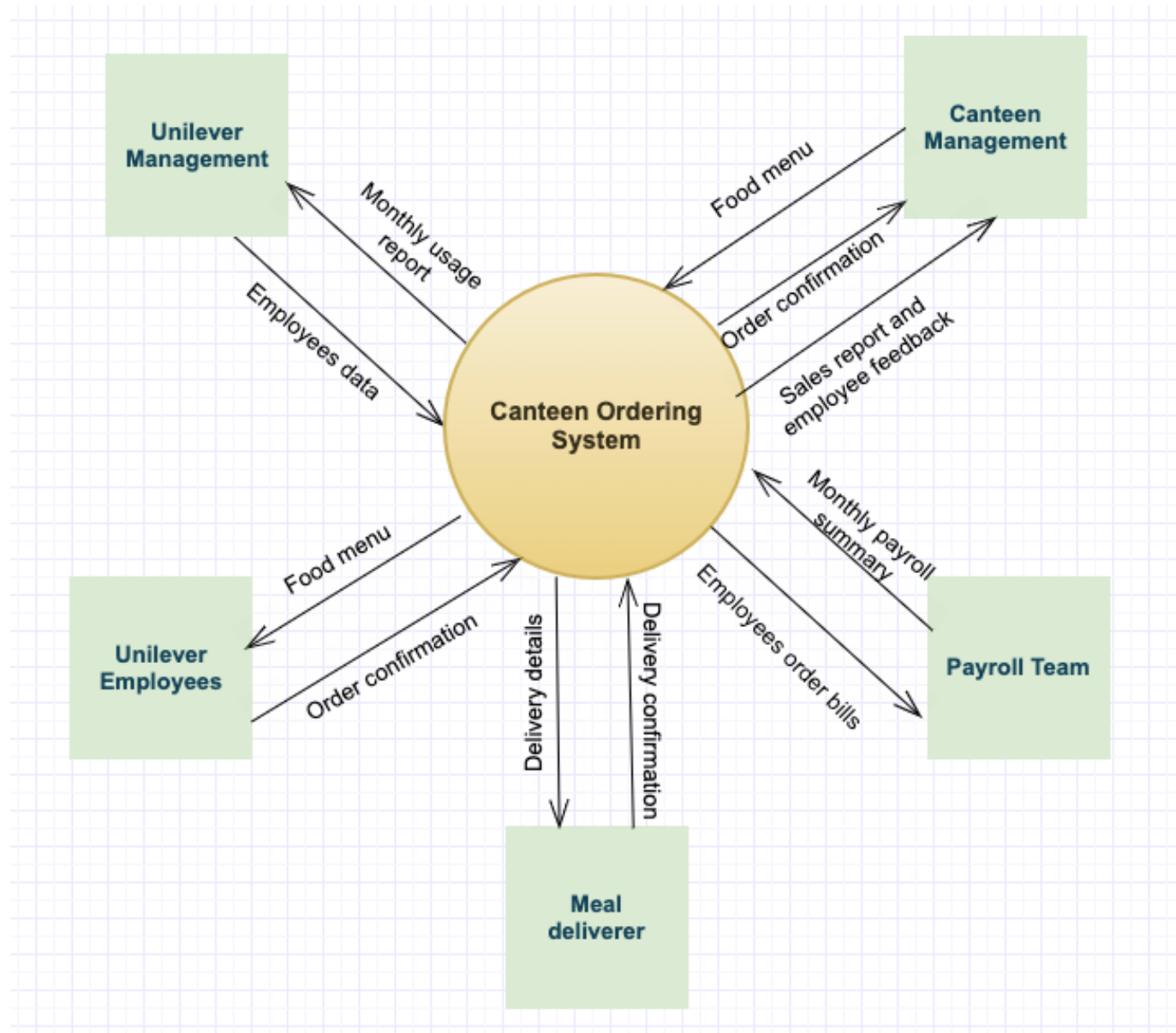


- Future Canteen Ordering System.



Scope of the Canteen Ordering System (Context Diagram)

The scope of the canteen management system has 4 components: Unilever management, Unilever employees, Canteen management and Payroll team.



Main Features that need to be developed

1. Employee Registration and Login on the system
2. Canteen manager Updates and displays list of the daily menu
3. Users can select dishes and create order, they should be able to edit the items before check out
4. User will not be able to edit the order after the confirmation of the order on the system
5. The canteen manager views the orders and assign to Chef for the preparation
6. Request delivery by canteen manger to employee workstation
7. After delivering the lunch the delivery boy shall close the order online
8. Users must be able to submit the feedback
9. 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.
10. Generation of the reports and submission of the same to the Management

Write the in-scope and out-of-scope items for this software

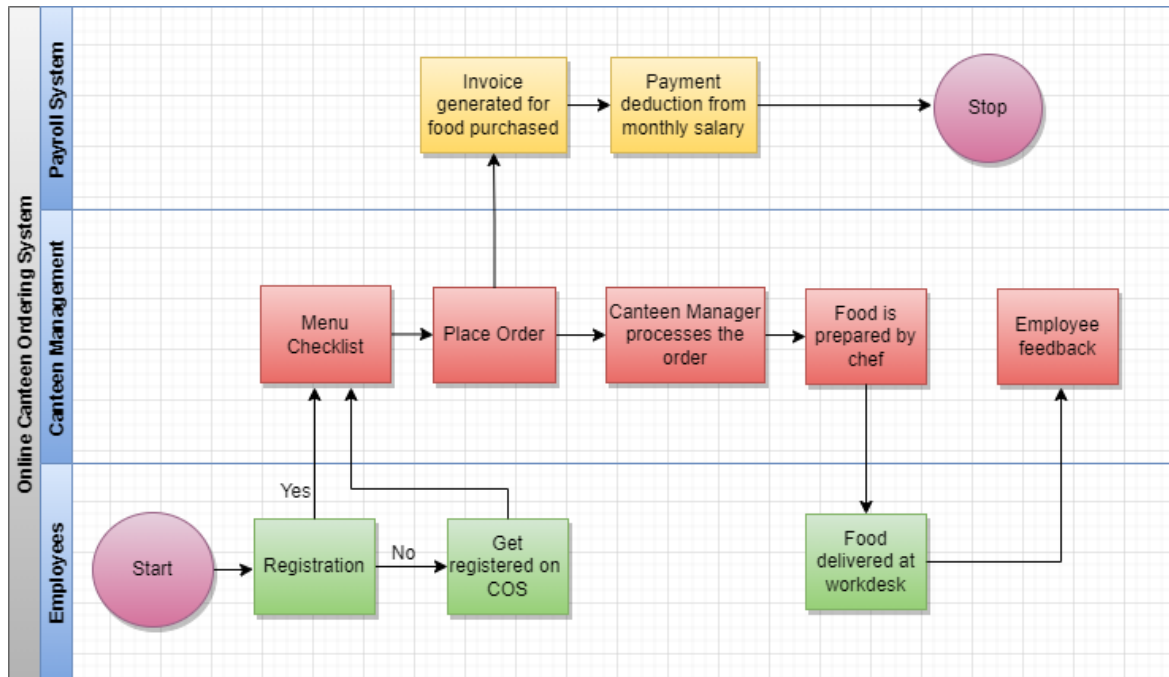
In-scope requirements:

- Employee registration / Login screen
- Menu page
- Meal ordering screen (No order allowed after 11 am)
- Order confirmation screen
- Payment summary
- Order status page
- Meal delivery details
- Close delivered order by meal delivery person
- Monthly payroll adjustment
- Feedback submission
- Sales report for canteen management

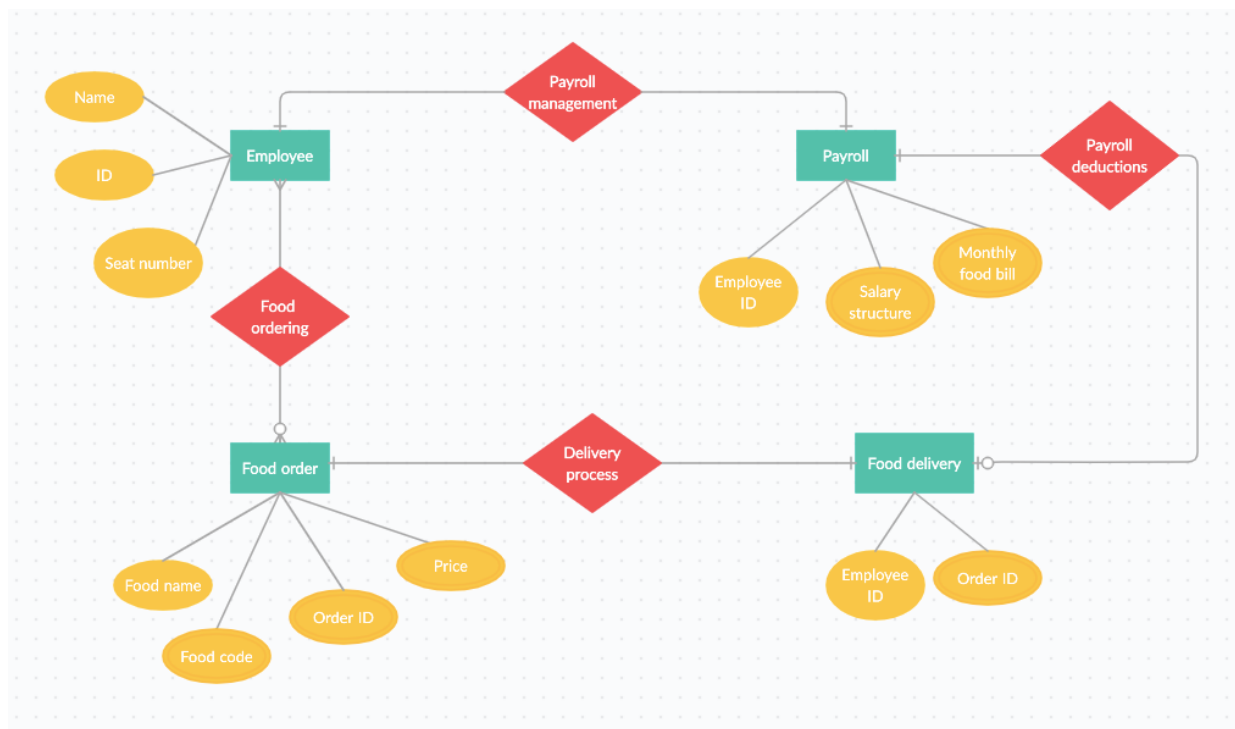
Out-of-scope requirements:

- Food vendor management
- Food supplies out of stock notification
- Chef and cook management
- Chef and meal delivery person pay details

Process modelling/Activity (Swimlane) Diagram.



ER diagram for the system



Functional Business Requirements & Non-Functional Business Requirements

Functional Business Requirements

- User Registration and Login
- Upto date Menu for the day
- Order to be placed before the mentioned timings
- Create and edit the order before check out
- Delivery to the employee work station
- After delivery, the deliverer shall close the online customer order.
- Customer should be able to submit the feedback
- Generation of reports for management regarding the utilization of the canteen order system, reduction in operational costs

Non-Functional Business Requirements

- Scalability & Performance: Scalable for 1500 employees at a time
- Availability: System to be light and fast
- Usability: User friendly and self-explanatory
- Maintainability: Software in Java

Wireframes/Mock-screens.

