Vision and Scope Document

for

Canteen Managing System

Version 1.0

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Process Impact

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Revision History

Name	Date	Reason For Changes	Version
Our group	29/9/17	Initial Version	1.0

1. Business Requirements

1.1. Background, Business Opportunity, and Customer Needs

Nowadays, it is a common phenomenon that trainees in Campus 3 of NUDT complain about the bad experience of having meals in the school canteen. For example, they usually waste lots of time queueing; there are too few kinds of dishes for students to choose; the canteen manager hardly gets effective feedbacks from the students to improve their service. And thus, a vicious spiral appeared, making both the student and the manager unsatisfied. Moreover, some employees are working passively because the manager cannot get enough feedbacks to persuade them to work positively.

In this situation, we can use a managing system that can help the employees improve their service and customer's experience. In such a system, the manager can get effective feedbacks from the customers, so that he/she can dynamically adjust the employees' work and improve their service in order to meet the customers' expectations. Meanwhile, customers can order their food on their phones instead of queueing in a line, which saves them a long time. And this is apparently a more convenient way for customers.

1.2. Business Objectives and Success Criteria

BO-1: Reduce canteen food wastage by 20% within 6 months following initial release.[1]
      Scale: Value of food thrown away each week by canteen staff.
      Meter: Examination of Canteen Inventory System logs
      Plan: Less than 15%
      Must: Less than 20%
BO-2: Reduce canteen operating costs by 15% within 12 months following initial release.
BO-3: Increase average effective work time by 10 minutes per employee per day within 3 months following initial release.
BO-4: Improve customer's experience by one level within a semester.
      Scale: Comments from customer after meals
      Meter: Comment level from A to E.
      Plan: Average B.
      Must: Average B-/C+.

SC-1: The Profit increases by 25% within a semester.
SC-2: Percent of common users reaches 75% among all the students with a semester.
SC-3: Achieve an increase in the average rating on the quarterly canteen satisfaction survey of 0.5 within 3 months following initial release and 1.0 within 12 months following initial release.

1.3. Business Risks

RI-1: Too few students might use the system, reducing the return on investment from the system development and the changes in canteen operating procedures. (Probability =0.3; Impact = 9)

RI-2: Employees reject to use this kind of managements, resulting in a low working efficiency. (Probability =0.2; Impact = 5)

2. Vision of the Solution

2.1. Vision Statement

For students who wish to order meals from the campus canteen or make comments on-line, the Canteen Managing System is an Internet-based application that will accept individual or group meal orders, process payments, and trigger placement of the prepared meals to a designated table in the canteen, which will save them time and will increase the food choices available to them.

2.2. Major Features

Customers:
FE-1: Order meals from the canteen menu to be picked up or delivered
FE-2: View current population of queueing people of each window.
FE-3: Make comments after meals.
Manager:
FE-4: Online personnel management.
FE-5: Fund management
FE-6: Price and salary management
FE-7: Sales promotion
Employees:
FE-8: Budget information
FE-9: Right to go through customer's comments and feedbacks
FE-10: Right to check rank among all the employees
FE-11: Handle meal orders from customers
FE-12: Dishes management

2.3. Assumptions and Dependencies

AS-1: Students have ability to use smart phones
AS-2: Most of the students are willing to provide true feedbacks
DE-1: Hardware support of necessary information collection
DE-2: Support Alipay

3. Scope and Limitations

3.1. Scope of Initial and Subsequent Releases

Feature	Release 1	Release 2	Release 3
FE-1	Implemented		
FE-2			Implemented
FE-3	Implemented		
FE-4		Implemented	
FE-5		Implemented	
FE-6		Implemented	
FE-7			Implemented
FE-8		Implemented	
FE-9	Implemented		
FE-10			Implemented
FE-11	Implemented		
FE-12	Implemented		

3.2. Limitations and Exclusions

LI-1:   The canteen has a limited opening time

4. Business Context

4.1. Stakeholder Profiles

Stakeholder	Major Value	Attitudes	Constraints
Manager	Improved employee productivity; cost savings for canteen	Strongly support	No enough staff who can use this software
Cooker	Choose dishes properly	Some difficult dishes may appear	
Employees	Sells quicker	Not comfortable to sell	
Students	Better experience, Save time	Strongly support	Not convenient to use phone

4.2. Project Priorities

Dimension	Driver	Constraint	Degree of Freedom
Schedule			Stage 1: 10.30 Stage 2: 11.30 Stage 3: 12.30
Features		All features scheduled for release 1.0 must be fully operational	
Quality		95% of user acceptance tests must pass; all security tests must pass; compliance with corporate security standards must be demonstrated for all secure transactions	
Staff	Our group		
Cost			Null