

Palestine Technical University – Kadoorie

College of Engineering and Technology

Department of Computer Engineering

**"Optimized Food Delivery System in Palestine"**

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**Introduction:**

**1.1 PURPOSE**

In today's fast-paced world, convenience has become a paramount concern for consumers across various industries. The purpose of this project is to address the growing demand for convenience in the realm of food services through the implementation of a robust online food delivery system.

This system aims to streamline the process of ordering and delivering food, offering a seamless experience for both customers and food establishments alike.

**1.2 DOCUMENT CONVENTIONS**

This document adheres to specific conventions to ensure clarity and consistency in communication. These conventions include but are not limited to:

FD: Food Delivery

FDS: Food Delivery System

UI: User Interface

API: Application Programming Interface

**1.3 INTENDED AUDIENCE AND READING SUGGESTIONS**

The intended audience for this project includes stakeholders involved in the food delivery industry, including restaurant owners, delivery personnel, and consumers.

Additionally, this document serves as a reference for developers and project managers tasked with the implementation and maintenance of the online food delivery system.

**1.4 PROJECT SCOPE**

The scope of the online food delivery system encompasses the development of a comprehensive platform that facilitates the ordering, payment, and delivery of food from a diverse range of restaurants and eateries.

Leveraging a centralized database and intuitive user interface, the system will enable customers to browse menus, place orders, and track deliveries in real time.

Furthermore, the system will support seamless integration with restaurant partners, ensuring efficient order fulfillment and customer satisfaction.

With a focus on user experience and operational efficiency, the online food delivery system seeks to revolutionize the way food is accessed and enjoyed by consumers worldwide.

**SYSTEM DESCRIPTION**

The online food delivery system is a digital platform designed to connect customers with a wide array of food establishments, facilitating the seamless ordering and delivery of meals.

It operates through a user-friendly interface accessible via web browsers or mobile applications, allowing users to browse menus, place orders, and track deliveries from the comfort of their own devices.

The system leverages cutting-edge technology and a centralized database to streamline the entire food ordering process, from selection to delivery, while ensuring a convenient and satisfying experience for both customers and participating restaurants.

**SERVICES:**

**Order Placement**: Customers can browse menus, select items, customize orders, and specify delivery preferences before securely placing orders through the platform.

**Rating and Review System:** Allow customers to rate and review their dining experiences, providing valuable feedback to both restaurants and other users.

**Order Tracking**: Users can monitor the status of their orders in real-time, receiving updates on preparation, dispatch, and estimated delivery times.

**Order History and Favourites:** Maintain a record of past orders and allow users to save favourite items for quick and easy reordering.

**Special Offers and Discounts:** Provide exclusive deals, discounts, and promotions to incentivize repeat orders and attract new customers

**OBJECTIVES**

The primary objectives of the online food delivery system are as follows:

**Convenience:** To provide customers with a convenient and hassle-free way to access a diverse range of cuisines and food options from the comfort of their own homes or workplaces.

**Efficiency:** To streamline the food ordering and delivery process, minimizing wait times and optimizing resource utilization for both customers and participating restaurants.

**Accessibility:** To make quality food accessible to a wide audience, including individuals with mobility constraints, busy professionals, and those residing in areas with limited dining options.

**Customer Satisfaction:** To prioritize customer satisfaction by offering a user-friendly interface, timely deliveries, accurate order fulfillment, and responsive customer support services.

**Business Growth:** To foster the growth and success of participating restaurants by expanding their customer base, increasing order volumes, and enhancing brand visibility through the online platform.

**PLAN OF WORK:**

|  |  |
| --- | --- |
| Team members | Division of work |
| Mustafa and Osama | Website developers with knowledge in creating excellent websites |
| Yousef and Amjad | Analyse and prepare well-prepared documents related to our project. |

Project Duration: 14 weeks

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| --- | --- |
| Week | Work |
| 1-2 | 1-Project Planning and Setup  2-Define project scope and objectives.  3-Create a project timeline and allocate tasks to team members.  4-Set up development environment and tools. |
| 3-6 | System requirements specifications  -writing Functional Requirements  -writing Non-Functional Requirements |
| 7-9 | System Design  UML Diagram  -Use Case Diagram  -Sequence Diagram |
| 10-12 | Implementation  Writing and developing the project code |
| 13-14 | Testing  Conduct system testing.  Fix bugs and defects identified during testing.  Documentation of testing procedures and results. |