Business Requirements Document

Project Title: Online Food Delivery App – Business Analyst Case Study

Prepared by: Vishal Maurya

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# 1. Project Overview

The objective of this project is to improve the core user experience of an online food delivery platform by enhancing the food ordering process, delivery tracking, and post-delivery feedback system. This simulation reflects the work of a Business Analyst in identifying requirements and mapping solutions for app improvement.

# 2. Business Objectives

- Simplify the food ordering process for customers  
- Enable real-time delivery tracking  
- Improve post-order feedback collection  
- Support better coordination between delivery partners, restaurants, and support teams

# 3. Business Problem

Current issues faced in food delivery apps include:  
- Difficulty in tracking order status  
- No update from delivery partner until late in the process  
- Limited feedback options  
- Poor communication between stakeholders (customer, restaurant, delivery partner)

# 4. Scope of Work

In Scope:  
- Food ordering flow (search, place order, confirm)  
- Real-time delivery status updates  
- Feedback & rating system after delivery  
- Basic admin dashboard view

Out of Scope:  
- Payment integration  
- Loyalty points/rewards  
- Marketing & promotions

# 5. Stakeholders

|  |  |
| --- | --- |
| Role | Responsibility |
| Customer | Places and tracks orders, gives feedback |
| Delivery Agent | Accepts orders, updates delivery status |
| Restaurant | Prepares food, confirms readiness |
| Admin | Monitors orders, resolves issues, gets feedback reports |

# 6. High-Level Requirements

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| --- | --- |
| ID | Requirement Description |
| R1 | Customers can search for restaurants by cuisine or location |
| R2 | Customers can place orders with selected items |
| R3 | Customers can track delivery in real time |
| R4 | Delivery agents can update delivery stages (Picked, On Way, etc.) |
| R5 | Customers can rate the order and write feedback |
| R6 | Admin can view active orders and get summary of delivery status |

# 7. Assumptions

- Customers have access to a smartphone and internet  
- Restaurants and delivery agents are registered in the app  
- Basic app structure (UI) is already built

# 8. Risks

- Delays from restaurant/delivery side not reflected accurately  
- Feedback system may be ignored if not prompted properly  
- Tracking may fail due to GPS or technical issues