



Unilever Canteen Ordering System

Project - CBAP Simplilearn

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Project contents:

- Executive Summary
- Project Overview
- Business Analysis Core Concept Model (BACCM)
- Stakeholders' identification
- Problem statement identification in the current system.
- Objectives of the new Canteen Ordering System.
- As-is and future process
- Finding out the scope of the Canteen Ordering System.
- Main features that need to be developed.
- In-scope and out-of-scope items.
- Activity diagram.
- ER diagram.
- Business requirements - functional and non-functional requirements.
- Wireframes or mock screens

Executive Summary:

Unilever is an English Dutch MNC FMCG organization, based in London, Britain. Unilever is one of the most seasoned FMCG organizations, and its items are accessible in around 190 nations. In its UK workplaces, Unilever had around 1500 representatives which were spread across 12 stories.

Project Overview:

The company has 2 canteens in the UK office which accommodates 150 employees each at a time. Most employees would prefer to take their lunch between 12 noon to 1 pm. This led to a huge rush in the canteen during lunch hours resulting in employees wasting a lot of time waiting for tables to be vacant. Management calculated that it took around 60 minutes for employees to go and come back from lunch. This is affecting the effective work life and productivity of the employees. Employees don't always get their choice of food they want because the canteen runs out of certain items. The canteen wastes a significant quantity of food by throwing away what is not purchased.

Lunch Hour (to go and come back from lunch) - 60 minutes

Waiting in a queue to collect their food - 30-35 minutes

Time spent eating - 10-15 minutes

Coming back from the canteen using the elevators - 10 minutes

Business Analysis Core Concept Model (BACCM):

Need	<p>To Create an online canteen ordering system for Unilever employees Resolve their concerns on waiting time in the queue for food. Also, to help the management to reduce wastage, operating cost, manpower And increase employee production efficiency.</p>
Change	<p>Creating a website to order food online And to move from physical/offline canteen operations to an online delivery-based system.</p>
Solution	<p>Under this website employees can order the food of their choices mentioned in the menu for the day before 11 am . This system will help to get the meal delivered on their desk and will save the long waiting time</p>
Context	<ul style="list-style-type: none"> • There are 1500 employees working in the Unilever London Branch. <p>Most employees would prefer to take their lunch between 12 noon to 1 pm Each canteen could seat around 150 employees at a time. As a result, the waiting time for each employee was around 30-35 minutes Employees don't always get their choice of food they want because the canteen runs out of certain items. The canteens waste a significant quantity of food by throwing away the unsold items</p>
Value	<p>Reduce food wastage Increased employee production hours & efficiency. By developing the online canteen services, management will be able to operate with lesser manpower and operating cost.</p>

External Stakeholders

Employees
Delivery Executive
Canteen Manager
Chef
Payroll team
Inventory supplier
Unilever Management

Internal Stakeholders

Domain SME
Operational / IT support
Implementation SME
Tester
Project Manager

Business
Analyst

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graph LR; BA((Business Analyst)); subgraph External [External Stakeholders]; E[Employees]; DE[Delivery Executive]; CM[Canteen Manager]; C[Chef]; PT[Payroll team]; IS[Inventory supplier]; UM[Unilever Management]; end; subgraph Internal [Internal Stakeholders]; DSME[Domain SME]; OITS[Operational / IT support]; ISME[Implementation SME]; T[Tester]; PM[Project Manager]; end; BA <--> E; BA <--> DE; BA <--> CM; BA <--> C; BA <--> PT; BA <--> IS; BA <--> UM; BA <--> DSME; BA <--> OITS; BA <--> ISME; BA <--> T; BA <--> PM;
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1.Identification of Stakeholders:

Stakeholder is an individual or a group who are directly or indirectly impacted by the need, change or a solution or that a BA is likely to interact with directly or indirectly.

Employee	<ul style="list-style-type: none">• Employees will be able to get their food delivered on specified time.• Employees will not have to wait in queue for long period of time and with the few clicks on the app/website, they will be able to pass through an order from variety of dishes.• With the concept of booking before 11am, they will be ensured of getting served with the dishes of their choice.• Payment method is very smooth as it will straight be deducted from their salary• Feedback feature to highlight positive or negative aspects of the process/application/Website.
Project Manager	<ul style="list-style-type: none">• Supervise, if the task on the app/website building is done as per TAT.• Make sure everyone is aligned to the objective• Make sure every stakeholder is working towards a shared objective towards one goal.
Implementation SME	<ul style="list-style-type: none">• He or She will play a one of the vital roles in developing the online ordering system via coding
Tester	<ul style="list-style-type: none">• He or She will verify the Quality of the application/website.• He or She will execute Quality Analysis to ensure if the product is ready before its released and highlight any bug or issues.
Domain SME	<ul style="list-style-type: none">• Domain SME will overlook the Application/website building, prototype, Testing- if they are as per the standard/requirements of the client.
Business Analyst	<ul style="list-style-type: none">• Understand the issue and come to an efficient resolution Engage with all the stakeholders and create required documentations and BA deliverables

	<ul style="list-style-type: none"> • Team will provide necessary support in handling various operational tasks like coordination between departments, manage calendars to ensure timely completion of a job.
Canteen Manager	<ul style="list-style-type: none"> • To keep a look if order placed and assigned to the chef or not • Make sure the Ticket is closed by the Delivery Executive after the order is successfully delivered • Edit, Update the Menus • Make sure to check the Inventory and request the shortage or future need as per the business for smooth running of the canteen.
Chef	<ul style="list-style-type: none"> • Prepare the food as per the docket/order details and make sure it is prepared on time considering the delivery time • Make sure to inform and close the docket as the food is picked up for delivery
Delivery Executive	<ul style="list-style-type: none"> • Pick up the order from the chef when it's ready as informed by the canteen manager • Deliver the food as per specified time on the employees' desk as per order details • Close the docket after the food is delivered.
Payroll Team	<ul style="list-style-type: none"> • Payroll team will look into total Monthly orders of the employee • Team will deduct the total amount of all the meals ordered in a month from the salary of the respective employees
Inventory Supplier	<ul style="list-style-type: none"> • Deliver the inventory requested by the canteen manager on the stated time.
Unilever Management	<ul style="list-style-type: none"> • Monitor the feedbacks submitted by the employee and identify the required change

RACI MATRIX

This is a one of the popular stakeholder responsibility matrices, in which stakeholder has 4 types of responsibility which are as follows:

- **Responsible (R):** The person who is directly assigned and will be performing the work on the task
- **Accountable (A):** Person who is accountable for the completion of the task successfully, he/she has a peripheral Involvement like tracking, monitoring and evaluation. Only one stakeholder receives this task.
- **Consulted (C):** Stakeholder or group of stakeholders, who are in loop and are asked to provide advice/suggestion/information about the task. It is a two- way communication

Stakeholder	Responsible	Accountable	Consulted	Informed
Employees				I
Project Manager		A		
Domain SME			C	
Implementation SME	R			
Tester				I
Canteen Manager	R			
Delivery Executive	R			
Chef				I

Business Analyst	R			
Unilever Management			C	
Operational / IT Support	R			
Payroll Management				I
Inventory Supplier				I

- Informed (I): Stakeholder or group of stakeholders is kept up-to-date about the task and its outcome. Here, the communication is one-way.

2. Identification of Problem statement in current system: -

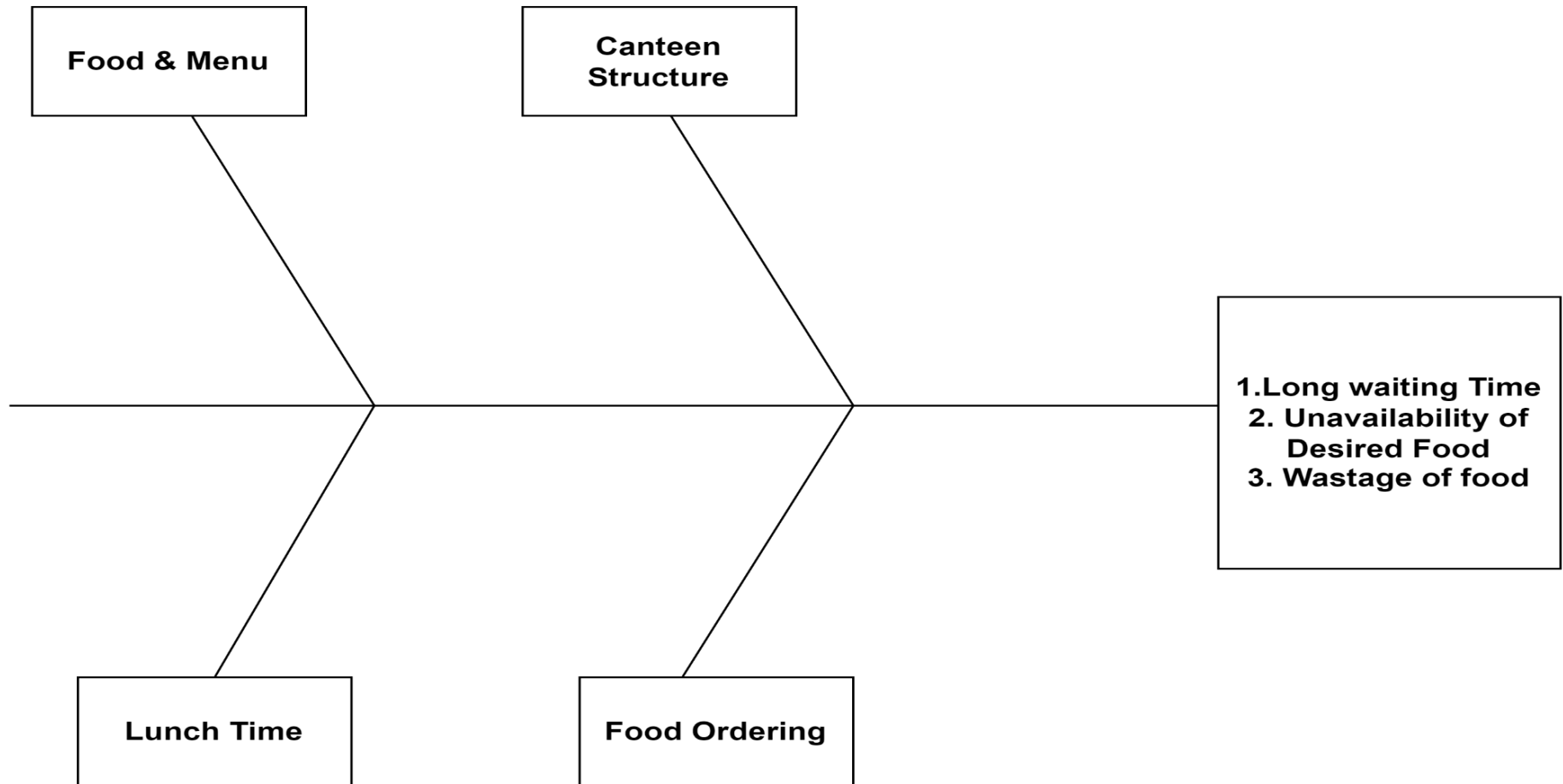
Canteens of Unilever offices in the UK are not well occupied to cater their employees. Office is spread across 12 floors with almost 1500 employees where they have 2 canteens to cater a maximum 150 employees each at a time. Employees usually take lunch break around 12 noon to 1pm which led to a huge rush in the 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 an online food ordering system which permits them to order food online and get it delivered at their work location in specified time and date.

3. Objectives Of The New Canteen Ordering System

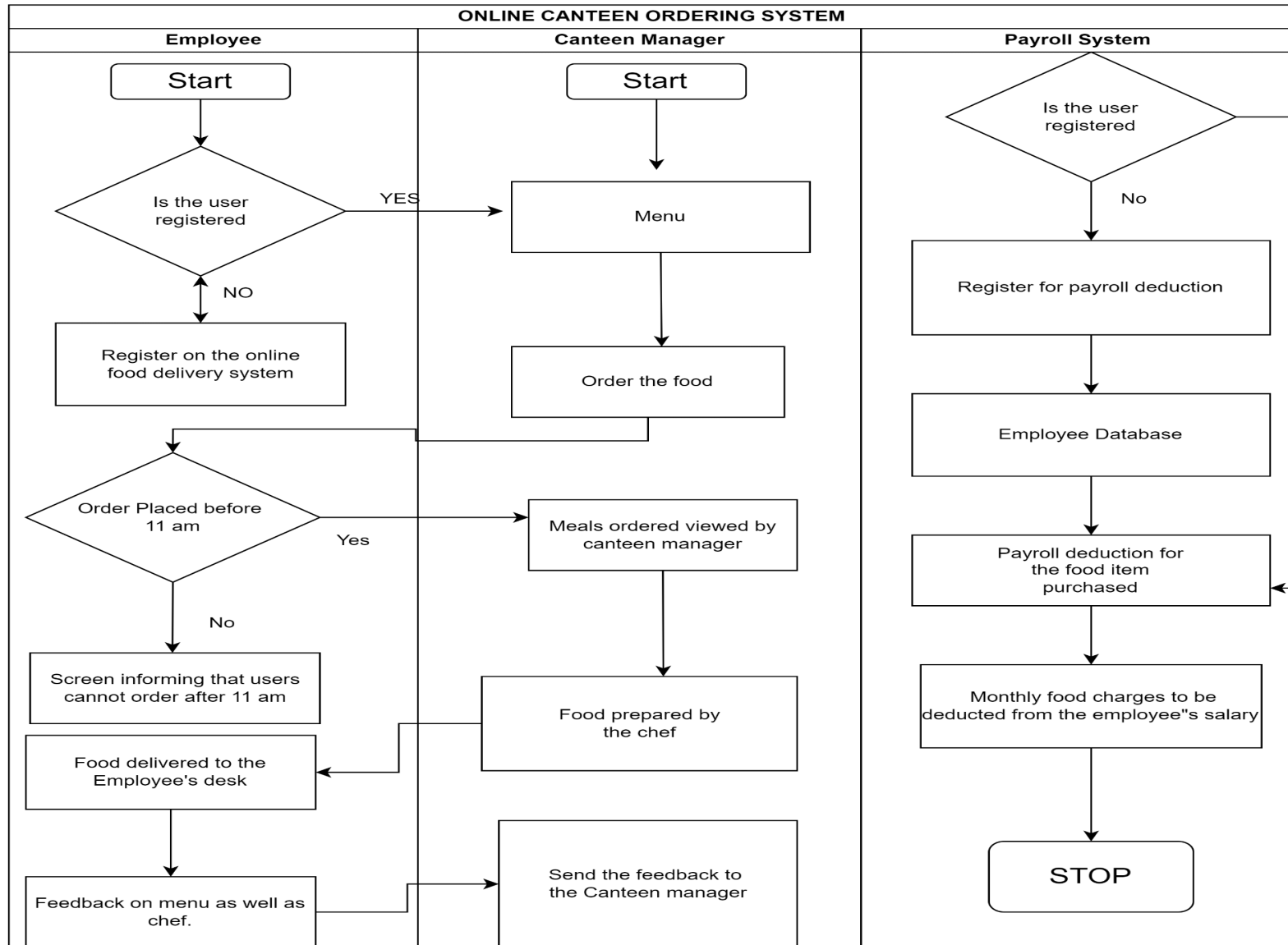
- Reduce the Canteen Food Wastage by a minimum of 30% within 6 months from following the release of the new online ordering system
- Scale: Value of Food thrown away each month by examining the canteen inventory system • Previous wastage: 25%
- Must Plan for: 15%
- Reduce the canteen operating system by 15% within a period of 12 months, following the release of system

- Increase average effective work time by 30 minutes per employee, per day, within 3 months.

As-Is State Process



Future State Process



Features To Be Developed

	Employee Registration and Login.
	Verification with One Time Password/Forgot Password Link-Work Email/Registered Phone number
	Canteen Manager access to Create, Read, Update and Delete the Menu Items.
	Daily pop-up Menu of the Day.
	Easy and Interactive in using.
	Order Cart to be visible side by side while ordering/browsing.
	Employee should be able to Customize, Edit or Cancel the ordered Item/s.
	Do not Allow Employees to Order after 11AM.
	Order confirmation notification to Employee/Canteen Manager/Chef.
	Canteen Manager to able to create Order Dockets.
	Delivery Request notification to the Delivery Executive.
	Delivery Executive to Close the delivered order Dockets on the system.

	Employee to receive Feedback form regarding the Quality of food and service provided from the canteen
	Canteen manager to track Inventory.
	Chef to fill out Inventory Requisition Form.
	Generate reports and other analysis reports to Management:
	• Daily/Weekly/Monthly/Yearly- Sales and Revenue Report
	* Analysis regarding
	* Popular Food
	* Usage of the System
	* Employee satisfaction
	* Forecast/Prediction of Popular time for ordering/What Items will be ordered
	Payroll team to accurately calculate the salary after deducting their monthly bill for the meals
	Building Help and Support section.

Scope Using Context Diagram

7. In-Scope and Out-of-Scope:

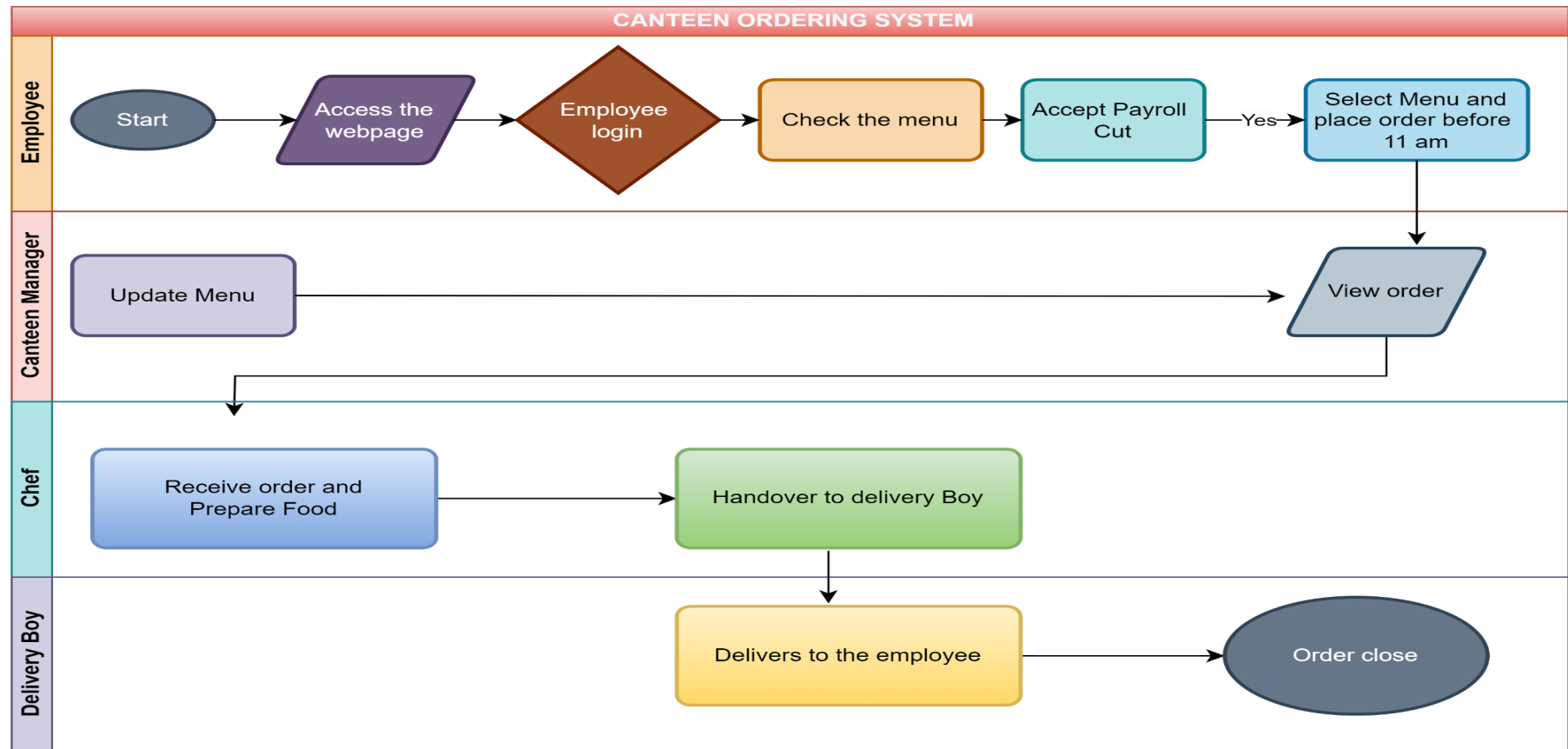
In-Scope Requirements:

- Employee sign up/login and registration • Menu page
- Updated menu everyday
- Meal ordering screen
- Order before 11 AM
- Order confirmation screen and status page • Meal delivery details
- Payroll cut as a payment mode
- Delivery of meals to the employee's desk • Close delivered order by delivery associate • Feedback submission
- Sales report for canteen management system

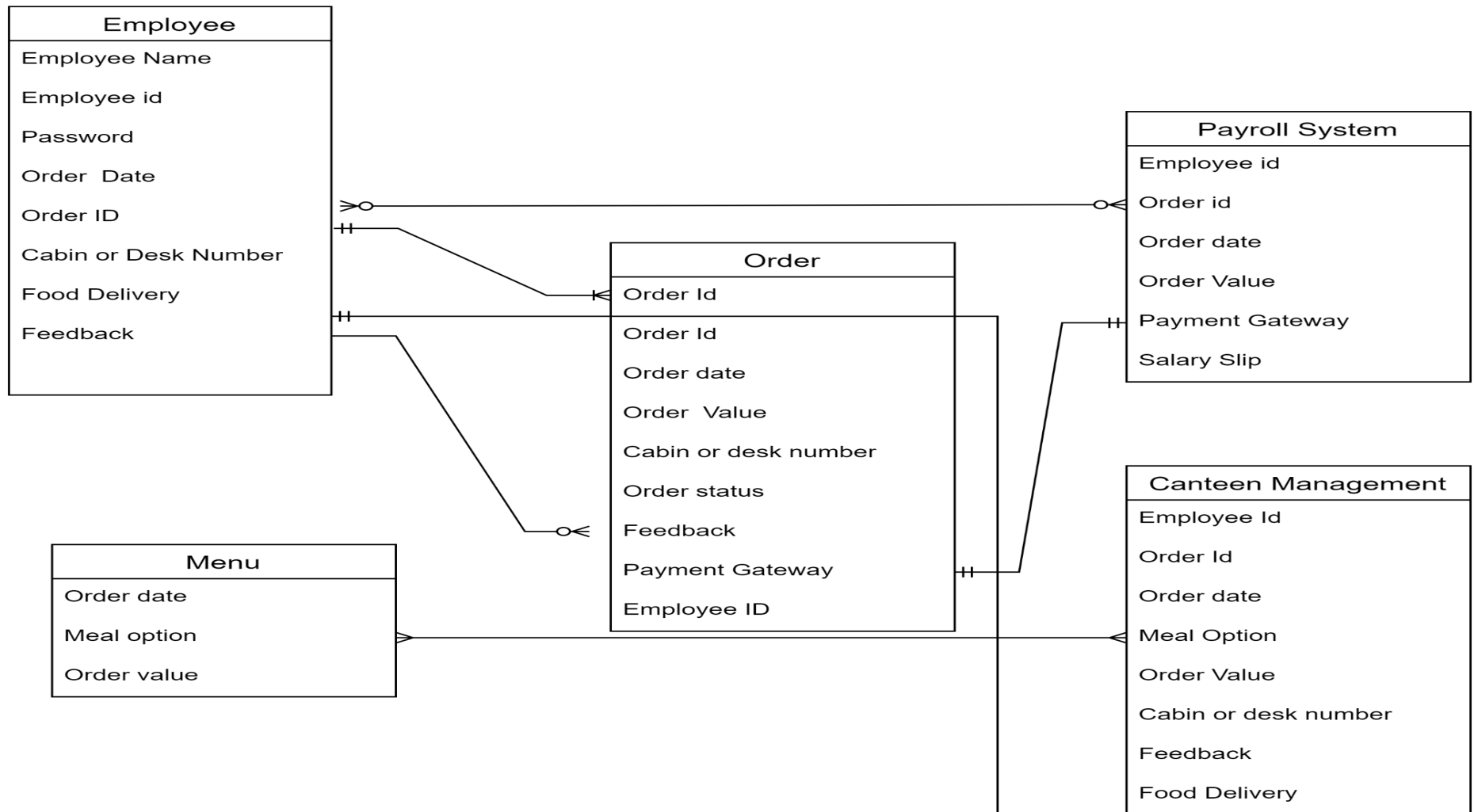
Out-of-Scope Requirements:

- Raw material procurement
- Food supplies out of stock notification • Pre-Order requirement
- Canteen staff payment management

Activity_Diagram



9. ER Diagram for the system



10. REQUIREMENT CLASSIFICATION SCHEMA

BUSINESS REQUIREMENT

The Business requirements are as follows-

- Reduce the canteen operating cost by 15% within 12 months.
- Reduce canteen food wastage by a minimum of 30% within 6 months.
- Increase average effective work time by 30 mins per day per employee within 3 months.
- Making the canteen ordering system automated which will deliver the food at employees' workstation at specified time which will make the canteen run on lesser manpower.

FUNCTIONAL REQUIREMENTS

- Employee login/Sign up
- Canteen Ordering System will work with Unilever Internet services.
- Different Control panels for different stakeholder.
- Menu to be updated by the canteen manager.
- Employee to browse the menu and order before 11 am and restrict him/her to order after 11 am.
- Employee should be able to customize, change or cancel the order before final confirmation.
- Chef will be able to raise Delivery Request.
- Delivery executive shall see the docket for delivery and close it as its delivered.
- Live tracking of the order.
- Employee should be able to write and submit the feedback.
- Payroll team will be able to check monthly order invoices and deduct the amount from the employees' monthly salary.
- Unilever Management will be able to access reports like Sales, Revenue, Usage of the Canteen Ordering System,

Forecasting Analysis reports on: Popular Dish, which dish will be ordered more and at what time.

NON-FUNCTIONAL REQUIREMENTS

- Scalability : The canteen ordering system should be capable enough to serve 1500 employees at once.

- Availability :** The system should be light, fast and be supported in all the devices like Android, IOS etc
- **Usability :** The system should be easy to use, self-explanatory, interactive in nature.
 - **Security:** The system should be free from any kind of malicious activity, theft or any fraudulent activities,
 - **Accuracy:** All the reports generated from the system should be accurate.
 - **Performance:** The overall performance of the system should be efficient and fast, should not consume much time.


Wireframe or Mock screen

Wireframe or Mock screen

Page 1

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http/unliver.ul.com



Sign In

User Name:

Password:

SIGN IN

[Forgot Password?](#)

New User
SIGN UP