



Al Imam Mohammad Ibn Saud Islamic University  
College of Computer and Information Sciences  
**Information Systems Department**

|                           |                                |
|---------------------------|--------------------------------|
| <b>Course Title:</b>      | Enterprise Information Systems |
| <b>Course Code:</b>       | IS 459                         |
| <b>Course Instructor:</b> | Prof. Baig Ms. Nouf AlRashed   |
| <b>Assignment</b>         | Project                        |
| <b>Semester:</b>          | Fall 2021                      |
| <b>Date:</b>              | 11 <sup>th</sup> Dec. 2021     |
| <b>Marks:</b>             | 20                             |

| Student Name (in English): | Student ID | Section No: |
|----------------------------|------------|-------------|
| Nwara Mohammed Aljoufi     | 440019357  | 371         |

| Official Use Only |                     |                |
|-------------------|---------------------|----------------|
| Question          | Student(s)<br>Marks | Question Marks |
| I                 |                     | 20             |
| <b>Total</b>      |                     | <b>20</b>      |

## McDonald's



It is a chain of American restaurants spread all over the world. The main food it prepares is burgers of different types and sizes, French fries, and some breakfast meals, and it provides services through car orders, local services, and delivery.

Ray Kroc wanted to build a system for a restaurant famous for providing high-quality food and standardizing its preparation methods, and to achieve this, he created a unique method that convinced both franchisors and suppliers to adopt his vision, which is embodied in working with McDonald's and not by working for McDonald's as he expressed this idea with the slogan "Work for yourself, but don't work alone." McDonald's Operating System requires franchisees to follow McDonald's core principles of quality, service, cleanliness, and value.

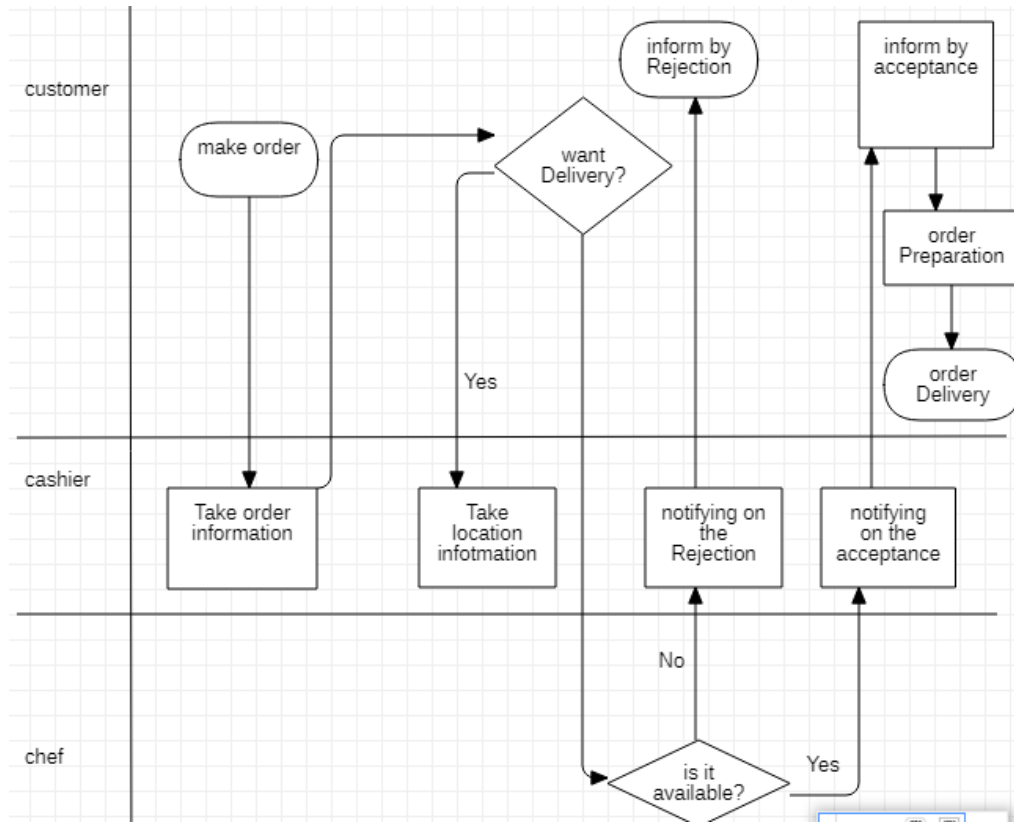
### **The service is provided through four processes:**

order, payment, delivery, and evaluation order, taking into account the basis of Ray Kroc's principle of measuring quality, service, and cleanliness.

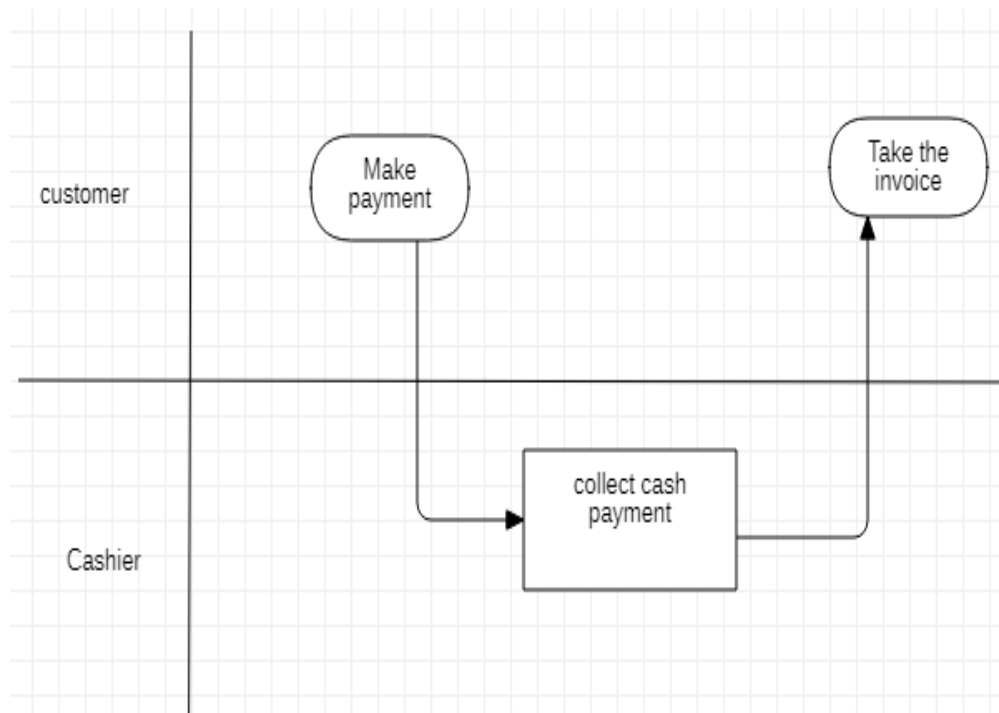
**Here are process maps "as is"** for the company's business process, where the operations are repetitive and take a long time to be implemented, where the customer takes a long time to be informed of the acceptance or rejection of the request, some delivery requests are rejected after taking the order information.

It is difficult for the manager to track the performance of employees and evaluate their work.

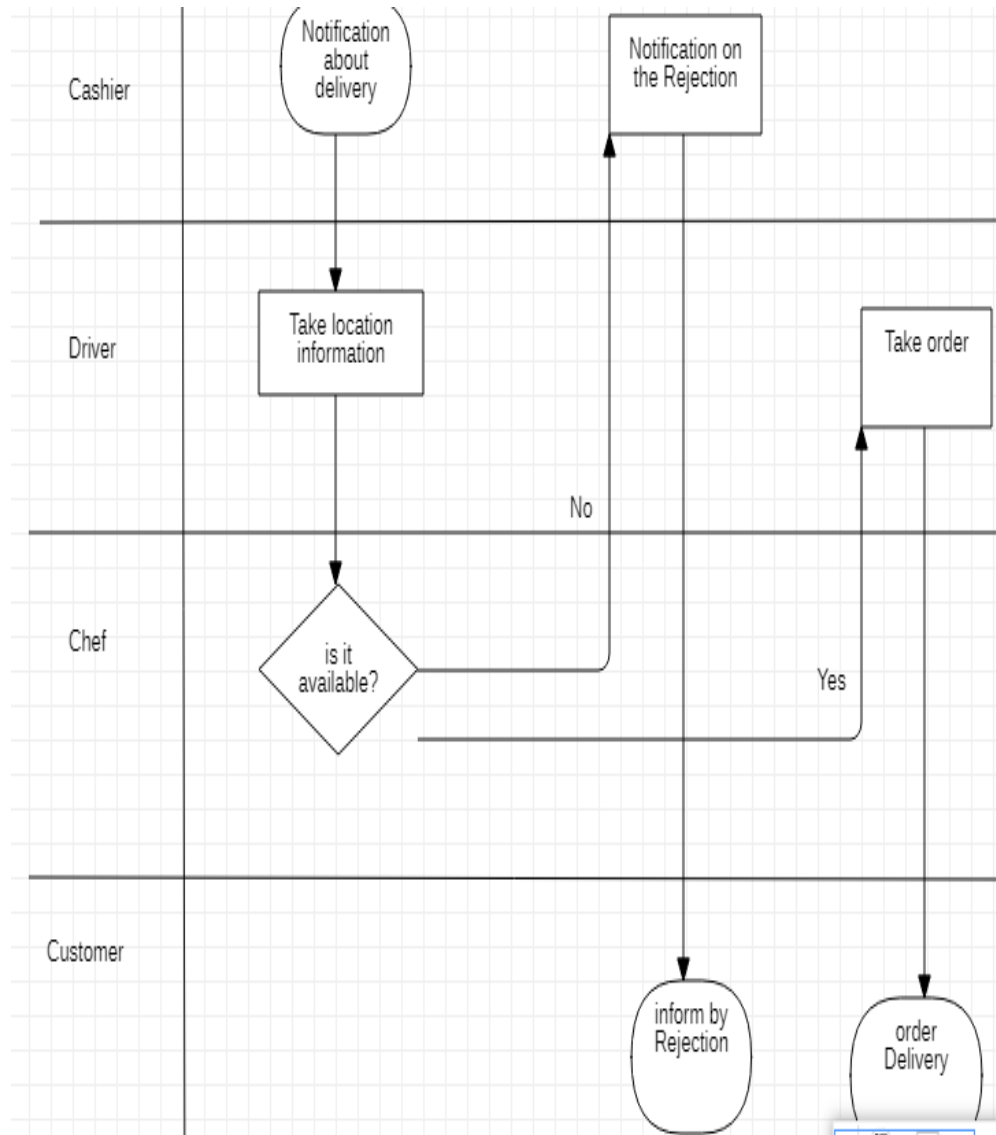
## 1) Here order process map



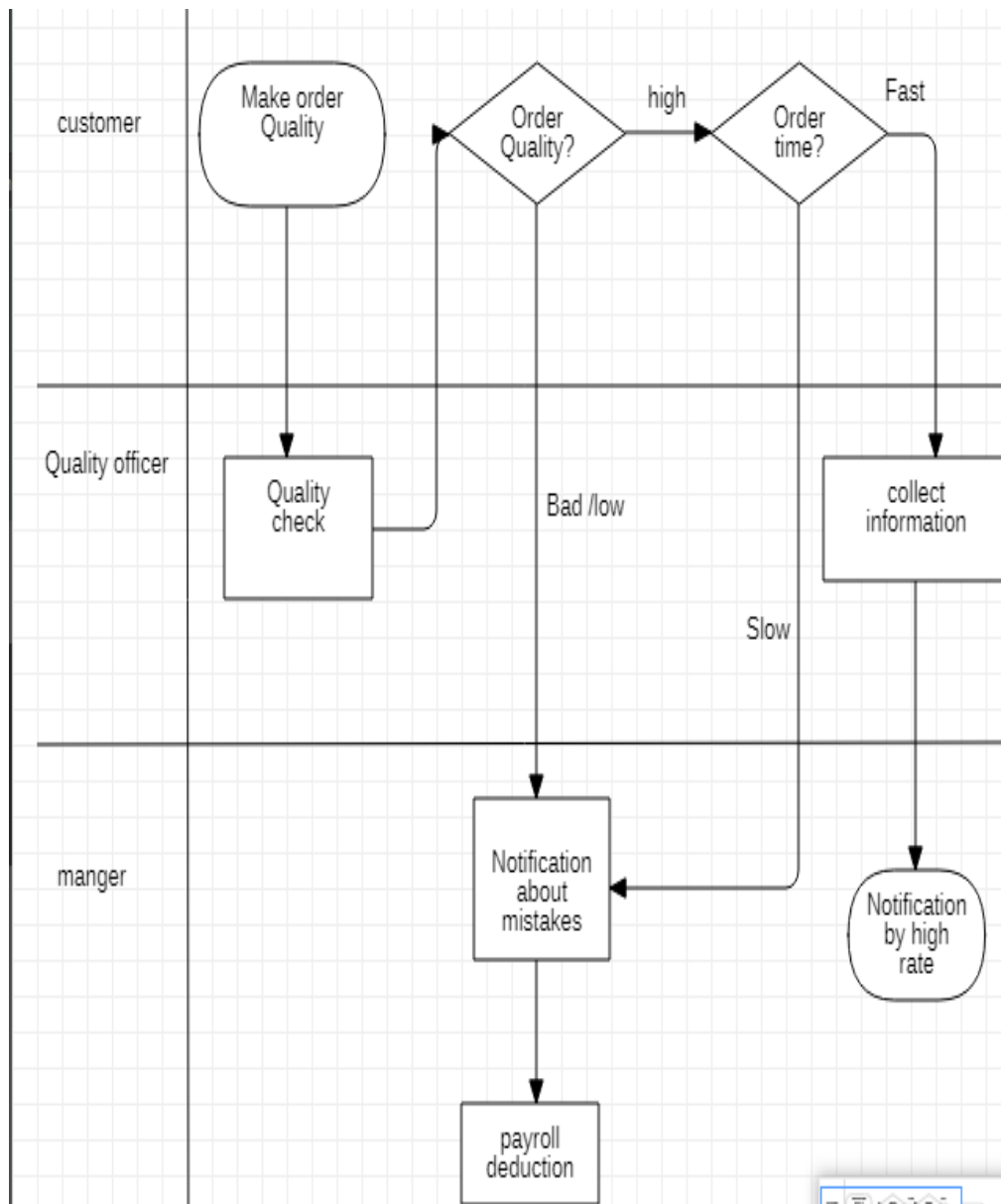
## 2) Here payment process map



### 3) Here delivery process map

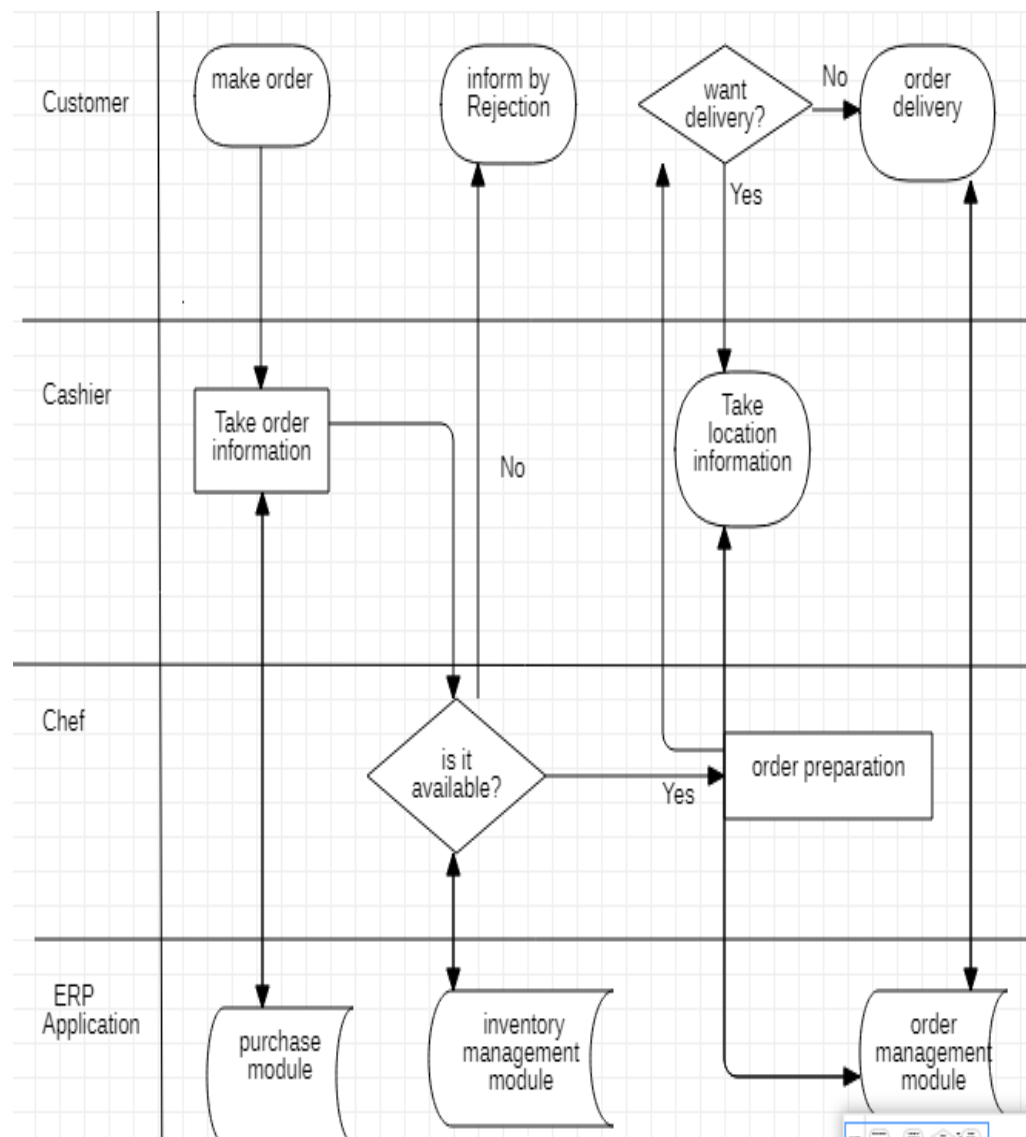


#### 4) Here Evaluation process map

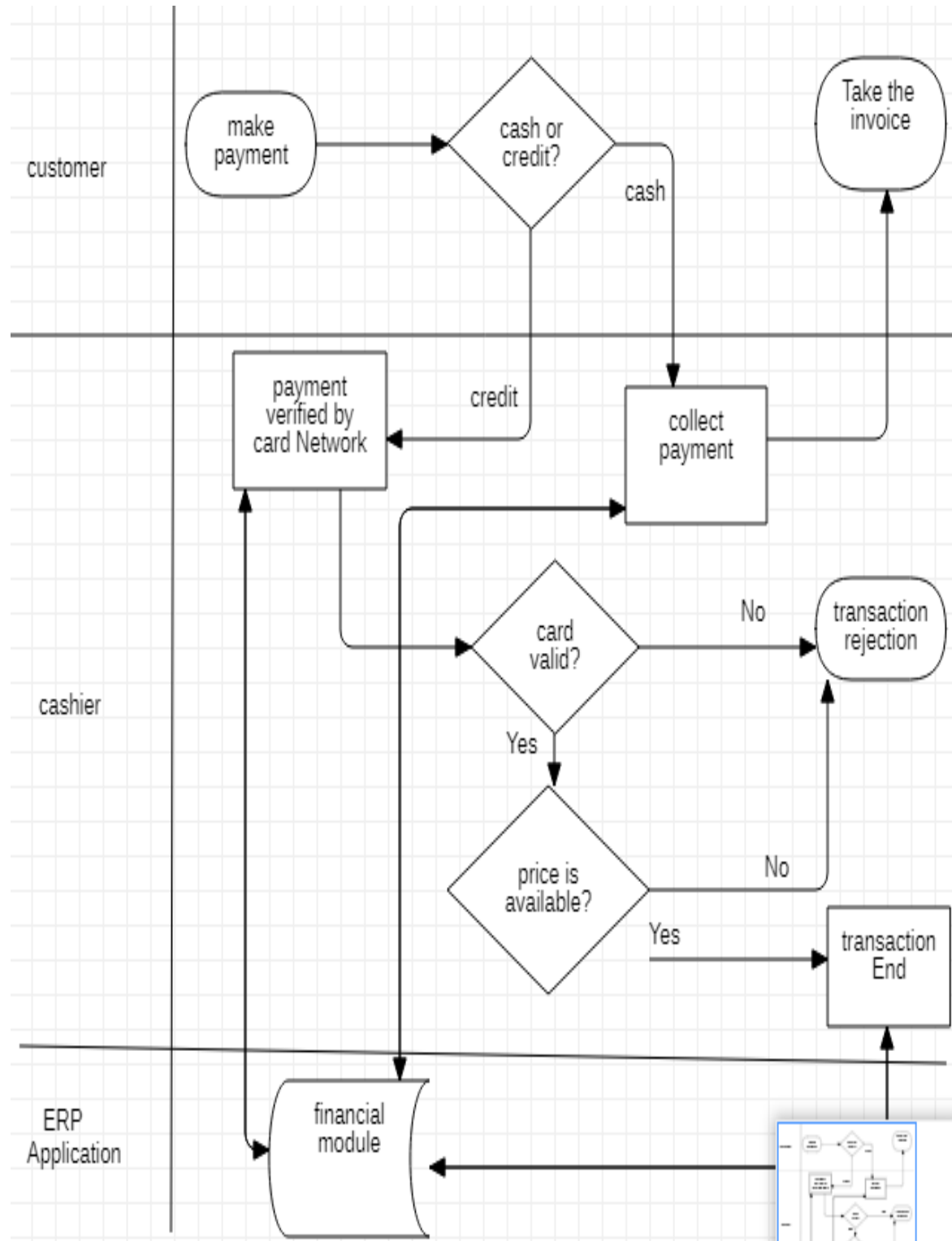


Here are “to-be” process maps of the company business process through the old system was developed, where unnecessary operations were reduced to facilitate work, reduce waiting time, raise work quality, and facilitate employee performance tracking.

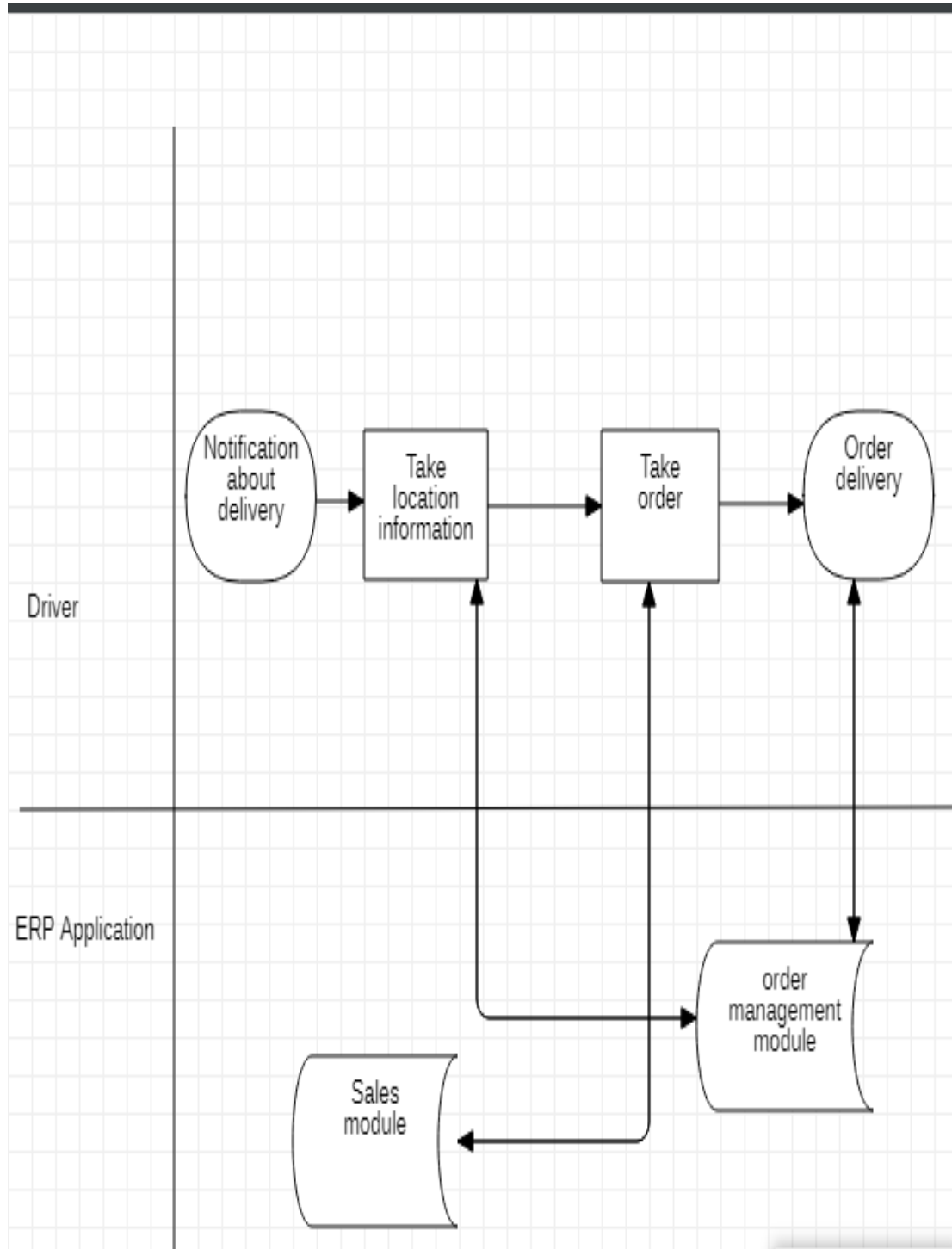
## 1. Here order process map



## 2. Here payment process map

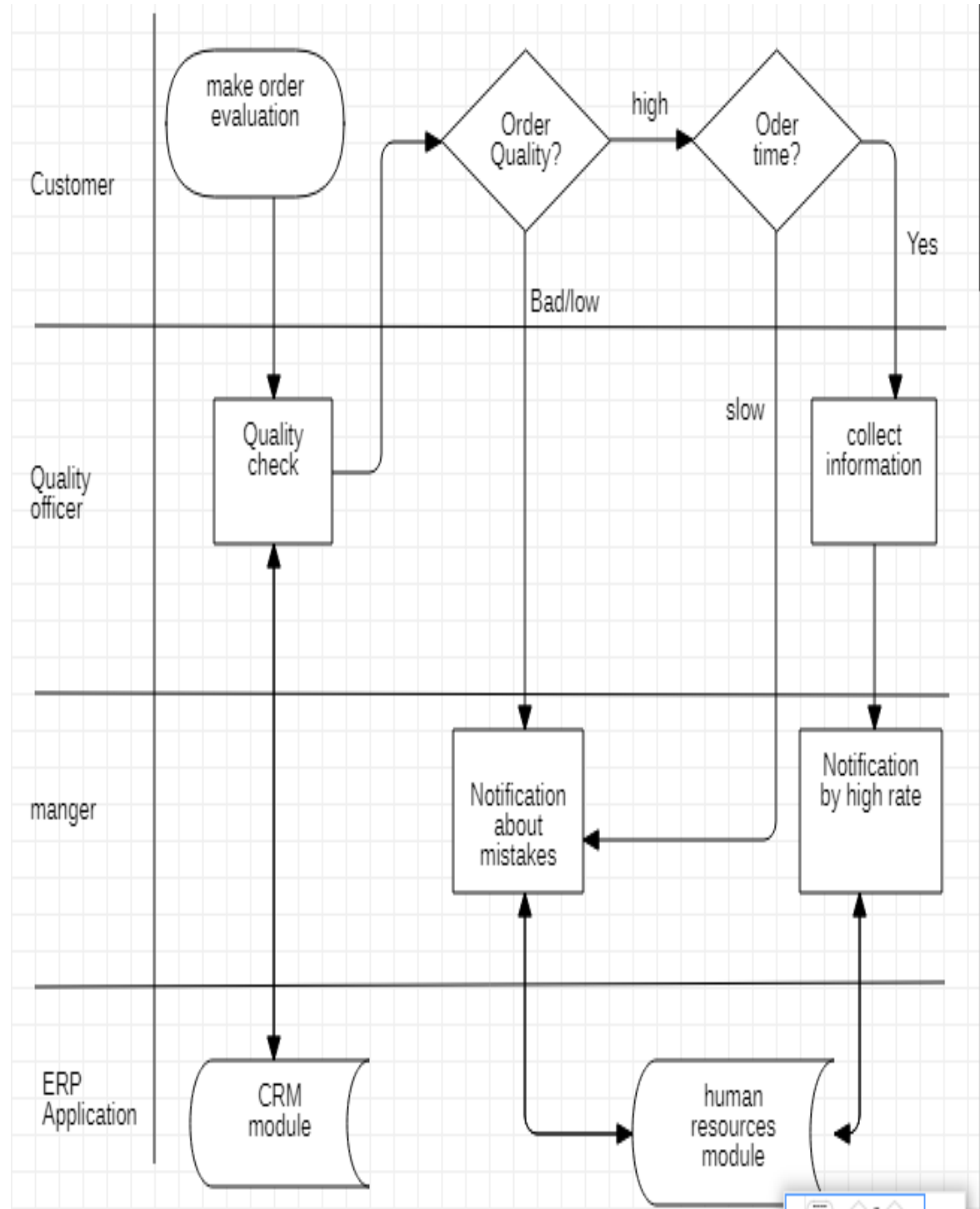


### 3. Here delivery process map





#### 4. Here Evaluation process map





- **Purchase Module**

This module will enable us to automatically send quotation requests to vendors based on our stock levels.

First of all we go to install purchase module, then click on requests for quotation to create different suppliers that we want to purchase our products from and modify unit prices & quantities for each product also we create bills for the five vendors.

- **Our Products with prices.**

| Purchase Orders Products Reporting Configuration |                        |                    |              |             |
|--|------------------------|--------------------|--------------|-------------|
| Products   |                        |                    |              |             |
| Can be Purchased x Search...                     |                        |                    |              |             |
| CREATE   |                        |                    |              |             |
| Filters Group By Favorites 1-5 / 5               |                        |                    |              |             |
|  | Product Name           | Internal Reference | Product Tags | Sales Price |
| <input type="checkbox"/> ★                       | Arabian Mc's meal      |                    |              | 25.00 SR    |
| <input type="checkbox"/> ★                       | Cheese burger          |                    |              | 6.00 SR     |
| <input type="checkbox"/> ★                       | Chicken burger         |                    |              | 7.00 SR     |
| <input type="checkbox"/> ★                       | Royale meal            |                    |              | 25.00 SR    |
| <input type="checkbox"/> ★                       | Spicy mac chicken meal |                    |              | 24.00 SR    |



- Here we choose our vendors to purchase our product from.

Purchase

Orders

Products

Reporting

Configuration

Pending Activation

1

N

Nwara Aljoufi

Requests for Quotation

Search...

Q

CREATE

▼ Filters

≡ Group By

★ Favorites

1-5 / 5

All RFQs

0  
To Send

0  
Waiting

0  
Late

Avg Order Value (SR)

5,948.26 SR

Purchased Last 7 Days (SR)

29,741.30 SR

My RFQs

0

0

0

Lead Time to Purchase

0 Days

RFQs Sent Last 7 Days

0

Reference

Vendor

Purchase Representative

Order Deadline

Next Activity

Source Document

Total

Status

☆

P00006

Lopez

N

Nwara Aljoufi

3,415.50 SR

Purchase Order

☆

P00005

Circle farms

N

Nwara Aljoufi

3,542.00 SR

Purchase Order

☆

P00004

Keystone Food Products

N

Nwara Aljoufi

8,983.80 SR

Purchase Order

☆

P00003

Frank Mark

N

Nwara Aljoufi

9,200.00 SR

Purchase Order

☆

P00002

Jenn burger

N

Nwara Aljoufi

4,600.00 SR

Purchase Order

29,741.30

- Jenn burger supplier that will sell the selected meal/product & Frank Mark supplier that will sell the selected product with its quantity.

Purchase Orders / P00002

EDIT CREATE

Print Action

Purchase Order

☆ P00002

Vendor Jenn burger

Confirmation Date 05/03/2022 08:39:28

Vendor Reference

Receipt Date 05/03/2022 08:23:04

☐ Ask confirmation

Products Other Information

| Product                | Description            | Quantity | Received | Billed | Unit Price | Taxes            | Subtotal    |
|------------------------|------------------------|----------|----------|--------|------------|------------------|-------------|
| Spicy mac chicken meal | Spicy mac chicken meal | 40.00    | 0.00     | 0.00   | 100.00     | Purchase Tax 15% | 4,000.00 SR |

Add a product Add a section Add a note

Untaxed Amount: 4,000.00 SR

Taxes 15%: 600.00 SR

Total: 4,600.00 SR



## Purchase Orders / P00004

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

Purchase Order

☆ **P00004**

Vendor Keystone Food Products

Confirmation Date 05/03/2022 08:45:02

Vendor Reference

Receipt Date 05/03/2022 08:43:45

☐ Ask confirmation

[Products](#) [Other Information](#)

| Product  | Description | Quantity | Received | Billed | Unit Price | Taxes                            | Subtotal    |  |
|--|-------------|----------|----------|--------|------------|----------------------------------|-------------|--|
| Royale meal  | Royale meal | 63.00    | 0.00     | 0.00   | 124.00     | <a href="#">Purchase Tax 15%</a> | 7,812.00 SR |  |
| <a href="#">Add a product</a> <a href="#">Add a section</a> <a href="#">Add a note</a> |             |          |          |        |            |                                  |             |  |

Untaxed Amount: 7,812.00 SR

Taxes 15%: 1,171.80 SR

Total: 8,983.80 SR

### ○ Keystone Food Product supplier.

## Purchase Orders / P00003

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

Purchase Order

☆ **P00003**

Vendor Frank Mark

Confirmation Date 05/03/2022 08:41:26

Vendor Reference

Receipt Date 05/03/2022 08:40:30

☐ Ask confirmation

[Products](#) [Other Information](#)

| Product  | Description   | Quantity | Received | Billed | Unit Price | Taxes                            | Subtotal    |  |
|--|---------------|----------|----------|--------|------------|----------------------------------|-------------|--|
| Cheese burger  | Cheese burger | 100.00   | 0.00     | 0.00   | 80.00      | <a href="#">Purchase Tax 15%</a> | 8,000.00 SR |  |
| <a href="#">Add a product</a> <a href="#">Add a section</a> <a href="#">Add a note</a> |               |          |          |        |            |                                  |             |  |

Untaxed Amount: 8,000.00 SR

Taxes 15%: 1,200.00 SR

Total: 9,200.00 SR



- **Circle farms supplier.**

Purchase Orders / P00006

**EDIT** CREATE [Print](#) [Action](#)

Purchase Order

☆ P00006

Vendor

Lopez

Confirmation Date

05/03/2022 08:52:01

Receipt Date

05/03/2022 08:51:28

Vendor Reference

Ask confirmation 1 day(s) before

Products

Other Information

| Product        | Description    | Quantity   | Received | Billed | Unit Price | Taxes            | Subtotal    |  |
|----------------|----------------|------------|----------|--------|------------|------------------|-------------|--|
| Chicken burger | Chicken burger | 90.00      | 0.00     | 0.00   | 33.00      | Purchase Tax 15% | 2,970.00 SR |  |
| Add a product  | Add a section  | Add a note |          |        |            |                  |             |  |

Untaxed Amount:

2,970.00 SR

Taxes 15%:

445.50 SR

Total:

3,415.50 SR

- **Lopez supplier.**

Purchase Orders / P00005

**EDIT** CREATE [Print](#) [Action](#)

Purchase Order

☆ P00005

Vendor

Circle farms

Confirmation Date

05/03/2022 08:48:05

Receipt Date

05/03/2022 08:47:10

Vendor Reference

Ask confirmation

Products

Other Information

| Product           | Description       | Quantity   | Received | Billed | Unit Price | Taxes            | Subtotal    |  |
|-------------------|-------------------|------------|----------|--------|------------|------------------|-------------|--|
| Arabian Mc's meal | Arabian Mc's meal | 44.00      | 0.00     | 0.00   | 70.00      | Purchase Tax 15% | 3,080.00 SR |  |
| Add a product     | Add a section     | Add a note |          |        |            |                  |             |  |

Untaxed Amount:

3,080.00 SR

Taxes 15%:

462.00 SR

Total:

3,542.00 SR



- We implement the bills for each vendor based on the unit price and quantity.

Purchase Orders / P00003 / Frank Mark / Vendor Bills / BILL/2022/05/0003

[SAVE](#) [DISCARD](#)

[REGISTER PAYMENT](#) [ADD CREDIT NOTE](#) [RESET TO DRAFT](#)

DRAFT

Vendor Bill

**BILL/2022/05/0003**

Vendor [Frank Mark](#)

Bill Date 05/17/2022

Bill Reference

Accounting Date 05/17/2022

Payment Reference

Due Date 15 Days

Recipient Bank

[Invoice Lines](#) [Other Info](#)

| Product       | Label         | Quantity | Price | Taxes                            | Subtotal    |
|---------------|---------------|----------|-------|----------------------------------|-------------|
| Cheese burger | Cheese burger | 100.00   | 80.00 | <a href="#">Purchase Tax 15%</a> | 8,000.00 SR |

Add an internal note...

Activate Windows

[Go to Settings to activate](#)

Untaxed Amount: 8,000.00 SR

Purchase Orders / P00002 / Jenn bungler / Vendor Bills / BILL/2022/05/0002

[SAVE](#) [DISCARD](#)

[REGISTER PAYMENT](#) [ADD CREDIT NOTE](#) [RESET TO DRAFT](#)

DRAFT

Vendor Bill

**BILL/2022/05/0002**

Vendor [Jenn bungler](#)

Bill Date 05/20/2022

Bill Reference

Accounting Date 05/20/2022

Payment Reference

Due Date 15 Days

Recipient Bank

[Invoice Lines](#) [Other Info](#)

| Product                | Label                  | Quantity | Price  | Taxes                            | Subtotal    |
|------------------------|------------------------|----------|--------|----------------------------------|-------------|
| Spicy mac chicken meal | Spicy mac chicken meal | 40.00    | 100.00 | <a href="#">Purchase Tax 15%</a> | 4,000.00 SR |

Add an internal note...

Activate Windows

[Go to Settings to activate](#)

Untaxed Amount: 4,000.00 SR



Purchase Orders / P00006 / Lopez / Vendor Bills / BILL/2022/05/0005

SAVE

DISCARD

REGISTER PAYMENT

ADD CREDIT NOTE

RESET TO DRAFT

DRAFT

Vendor Bill

**BILL/2022/05/0005**

Vendor Lopez

Bill Date 05/27/2022

Bill Reference

Accounting Date 05/27/2022

Payment Reference

Due Date 15 Days

Recipient Bank

Invoice Lines

Other Info

| Product        | Label          | Quantity | Price | Taxes            | Subtotal    |
|----------------|----------------|----------|-------|------------------|-------------|
| Chicken burger | Chicken burger | 90.00    | 33.00 | Purchase Tax 15% | 2,970.00 SR |

Add an internal note...

Activate Windows  
Go to Settings to activate

Untaxed Amount: 2,970.00 SR

Purchase Orders / P00004 / Keystone Food Products / Vendor Bills  
/ BILL/2022/05/0004

SAVE

DISCARD

Vendor Bill

**BILL/2022/05/0004**

Vendor Keystone Food Products  
Hecktown Rd 3767  
Easton PA 18045  
United States

Bill Date 05/27/2022

Accounting Date 05/27/2022

Due Date 15 Days

Bill Reference

Payment Reference

Recipient Bank

Invoice Lines

Other Info

| Product     | Label       | Quantity | Price  | Taxes            | Subtotal    |
|-------------|-------------|----------|--------|------------------|-------------|
| Royale meal | Royale meal | 63.00    | 124.00 | Purchase Tax 15% | 7,812.00 SR |

Activate Windows  
Go to Settings to activate



- **Sales Module**

In this module we can edit and modify sales orders, sell product kits and ship partial orders. Also we can easily manage and review invoices in the sales module.

Sales Orders / S00002

[EDIT](#) [CREATE](#) [Print](#) [Action](#)

[1 Invoices](#) [Customer Preview](#)

## S00002

**Customer** Mohammed Meshari **Order Date** 05/03/2022 08:17:37  
**Payment Terms**

[Order Lines](#) [Other Info](#)

| Product                       | Description                   | Quantity                   | Delivered | Invoiced | Unit Price | Taxes                         | Subtotal |  |
|-------------------------------|-------------------------------|----------------------------|-----------|----------|------------|-------------------------------|----------|--|
| Spicy mac chicken meal        | Spicy mac chicken meal        | 1.00                       | 0.00      | 1.00     | 24.00      | <a href="#">Sales Tax 15%</a> | 24.00 SR |  |
| <a href="#">Add a product</a> | <a href="#">Add a section</a> | <a href="#">Add a note</a> |           |          |            |                               |          |  |

**Untaxed Amount:** 24.00 SR  
**Taxes 15%:** 3.60 SR  
**Total:** 27.60 SR





Sales Orders / S00003

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

1 Invoices

Customer Preview

## S00003

Customer

Joud Saleh

Order Date

05/03/2022 08:18:43

Payment Terms

Order Lines

Other Info

| Product  | Description       | Quantity | Delivered | Invoiced | Unit Price | Taxes         | Subtotal |  |
|--|-------------------|----------|-----------|----------|------------|---------------|----------|--|
| Arabian Mc's meal  | Arabian Mc's meal | 1.00     | 0.00      | 1.00     | 25.00      | Sales Tax 15% | 25.00 SR |  |
| <a href="#">Add a product</a> <a href="#">Add a section</a> <a href="#">Add a note</a> |                   |          |           |          |            |               |          |  |

Untaxed Amount:

25.00 SR

Taxes 15%:

3.75 SR

Total:

28.75 SR

Sales Orders / S00005

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

1 Invoices

Customer Preview

## S00005

Customer

Ali

Order Date

05/03/2022 08:21:35

Payment Terms

Order Lines

Other Info

| Product  | Description | Quantity | Delivered | Invoiced | Unit Price | Taxes         | Subtotal |  |
|--|-------------|----------|-----------|----------|------------|---------------|----------|--|
| Royale meal  | Royale meal | 2.00     | 0.00      | 2.00     | 25.00      | Sales Tax 15% | 50.00 SR |  |
| <a href="#">Add a product</a> <a href="#">Add a section</a> <a href="#">Add a note</a> |             |          |           |          |            |               |          |  |

Untaxed Amount:

50.00 SR

Taxes 15%:

7.50 SR

Total:

57.50 SR



## Sales Orders / S00007

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

2 / 5 [<](#) [>](#)

[SEND BY EMAIL](#) [CANCEL](#)

[QUOTATION](#) [QUOTATION SENT](#) [SALES ORDER](#)

1 Invoices

Customer Preview

### S00007

Customer

Jamal

Order Date

05/03/2022 12:01:21

Payment Terms

Order Lines

Other Info

| Product                | Description            | Quantity | Delivered | Invoiced | Unit Price | Taxes         | Subtotal |
|------------------------|------------------------|----------|-----------|----------|------------|---------------|----------|
| Cheese burger          | Cheese burger          | 1.00     | 0.00      | 1.00     | 6.00       | Sales Tax 15% | 6.00 SR  |
| Spicy mac chicken meal | Spicy mac chicken meal | 3.00     | 0.00      | 3.00     | 24.00      | Sales Tax 15% | 72.00 SR |

[Add a product](#) [Add a section](#) [Add a note](#)

Untaxed Amount:

78.00 SR

Taxes 15%:

11.70 SR

Total:

89.70 SR

## Sales Orders / S00008

[EDIT](#) [CREATE](#)

[Print](#) [Action](#)

1 / 5 [<](#) [>](#)

1 Invoices

Customer Preview

### S00008

Customer

Ghada

Order Date

05/03/2022 12:03:45

Payment Terms

Order Lines

Other Info

| Product                | Description            | Quantity | Delivered | Invoiced | Unit Price | Taxes         | Subtotal |
|------------------------|------------------------|----------|-----------|----------|------------|---------------|----------|
| Arabian Mc's meal      | Arabian Mc's meal      | 2.00     | 0.00      | 2.00     | 25.00      | Sales Tax 15% | 50.00 SR |
| Spicy mac chicken meal | Spicy mac chicken meal | 2.00     | 0.00      | 2.00     | 24.00      | Sales Tax 15% | 48.00 SR |
| Royale meal            | Royale meal            | 2.00     | 0.00      | 2.00     | 25.00      | Sales Tax 15% | 50.00 SR |

[Add a product](#) [Add a section](#) [Add a note](#)

Untaxed Amount:

148.00 SR

Taxes 15%:

22.20 SR

Total:

170.20 SR



- **Implement "fully invoices" to everyone.**

Sales Orders

Search...

CREATE

Filters Group By Favorites 1-5 / 5

| Number | Order Date | Customer         | Salesperson   | Next Activity | Total     | Invoice Status |
|--------|------------|------------------|---------------|---------------|-----------|----------------|
| S00008 | 05/03/2022 | Ghada            | Nwara Aljoufi |               | 170.20 SR | Fully Invoiced |
| S00007 | 05/03/2022 | Jamal            | Nwara Aljoufi |               | 89.70 SR  | Fully Invoiced |
| S00005 | 05/03/2022 | Ali              | Nwara Aljoufi |               | 57.50 SR  | Fully Invoiced |
| S00003 | 05/03/2022 | Joud Saleh       | Nwara Aljoufi |               | 28.75 SR  | Fully Invoiced |
| S00002 | 05/03/2022 | Mohammed Meshari | Nwara Aljoufi |               | 27.60 SR  | Fully Invoiced |
|        |            |                  |               |               | 373.75    |                |

- **CRM Module**

This module allows us to see all the leads/opportunities in one location and manage them from one stage to another.

- **Start with create opportunities by clicking sales then My Pipeline , Also we estimate expected revenue for each.**

Pipeline

My Pipeline Search...

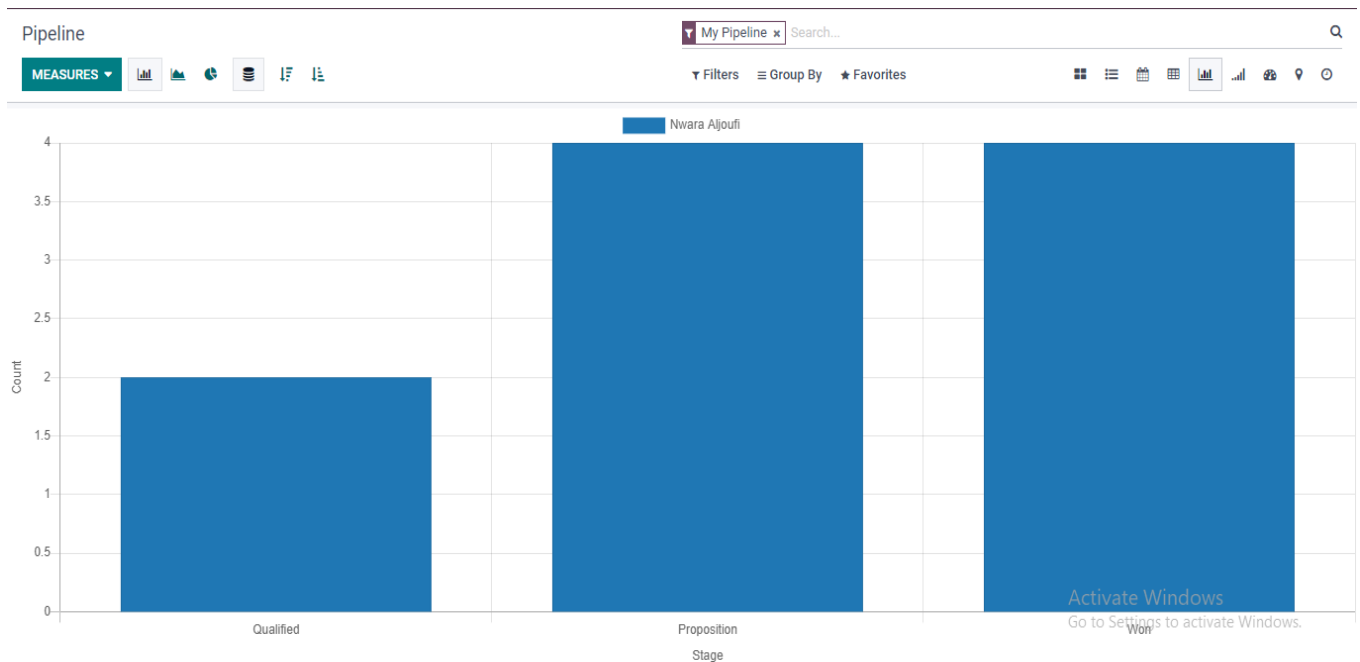
CREATE GENERATE LEADS

Filters Group By Favorites

| New | Qualified   | Proposition   | Won   |
|-----|---|---|---|
| 0   | 106 SR  | 297k SR   | 380k SR   |
|     | <div>Joud Saleh's opportunity<br/>66.00 SR<br/>Joud Saleh<br/>★★★★☆</div> <div>Mohammed Meshari's opportunity<br/>40.00 SR<br/>Mohammed Meshari<br/>★★★★☆</div> | <div>Jenn burger's opportunity<br/>265,000.00 SR<br/>Jenn burger<br/>★★★★☆</div> <div>Circle farms's opportunity<br/>32,000.00 SR<br/>Circle farms<br/>★★★★☆</div> <div>Jamal 's opportunity<br/>100.00 SR<br/>Jamal<br/>★★★★☆</div> <div>Ali 's opportunity<br/>70.00 SR<br/>Ali<br/>★★★★☆</div> | <div>Ghada's opportunity<br/>200.00 SR<br/>Ghada<br/>★★★★☆</div> <div>Keystone Food Products's opportunity<br/>45,000.00 SR<br/>Keystone Food Products<br/>★★★★☆</div> <div>Lopez's opportunity<br/>311,000.00 SR<br/>Lopez<br/>★★★★☆</div> <div>Frank Mark's opportunity<br/>23,400.00 SR<br/>Frank Mark<br/>★★★★☆</div> |



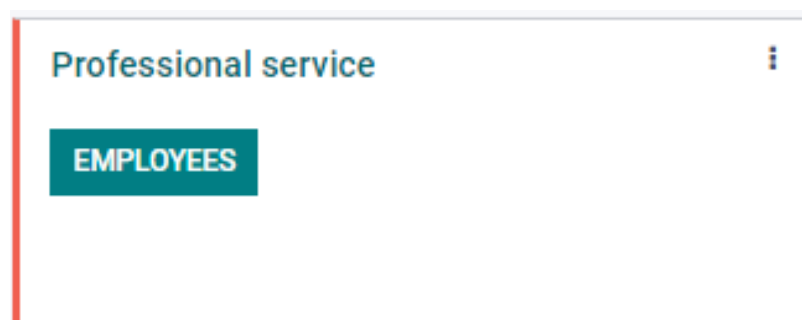
- **The graphs show the different level for each stage.**



- **Human resource management module**

Human resource management is the strategic approach to the effective management of people in an organization, And collecting customer feedback, Also measure how pleased customers are with your products/services.

- **Create Professional services's department to test and make sure that customer satisfied about our services.**





- We hiring best employee's service to do that.

Employees

EmployeesDepartmentsReportingConfiguration

Departments / Professional Services / McDonald's / Employees / Arwa

EDITCREATEPrintAction

0 Contracts

Arwa

Quality assurance specialist

Work Mobile

Work Phone

Work Email

Department

Manager

Coach

Professional Services / McDonald's

Nwara Aljoufi

Nwara Aljoufi

Work Information

Private Information

HR Settings

Location

Work Address

Saudi Arabia

Work Location

Riyad

Approvers

Expense

Nwara Aljoufi

Organization Chart

N

Nwara Aljoufi

Arwa

Quality assurance specialist

Activate Win  
Go to Settings to

Employees

EmployeesDepartmentsReportingConfiguration

Departments / Professional service / Employees / Bodour

EDITCREATEPrintAction

0 Contracts

Bodour

Head of customer service

Work Mobile

Work Phone

Work Email

Department

Manager

Coach

Professional service

Nwara Aljoufi

Nwara Aljoufi

Work Information

Private Information

HR Settings

Location

Work Address

Saudi Arabia

Work Location

Riyadh

Approvers

Expense

Nwara Aljoufi

Organization Chart

N

Nwara Aljoufi

Bodour

Head of customer service

Activate Win  
Go to Settings to