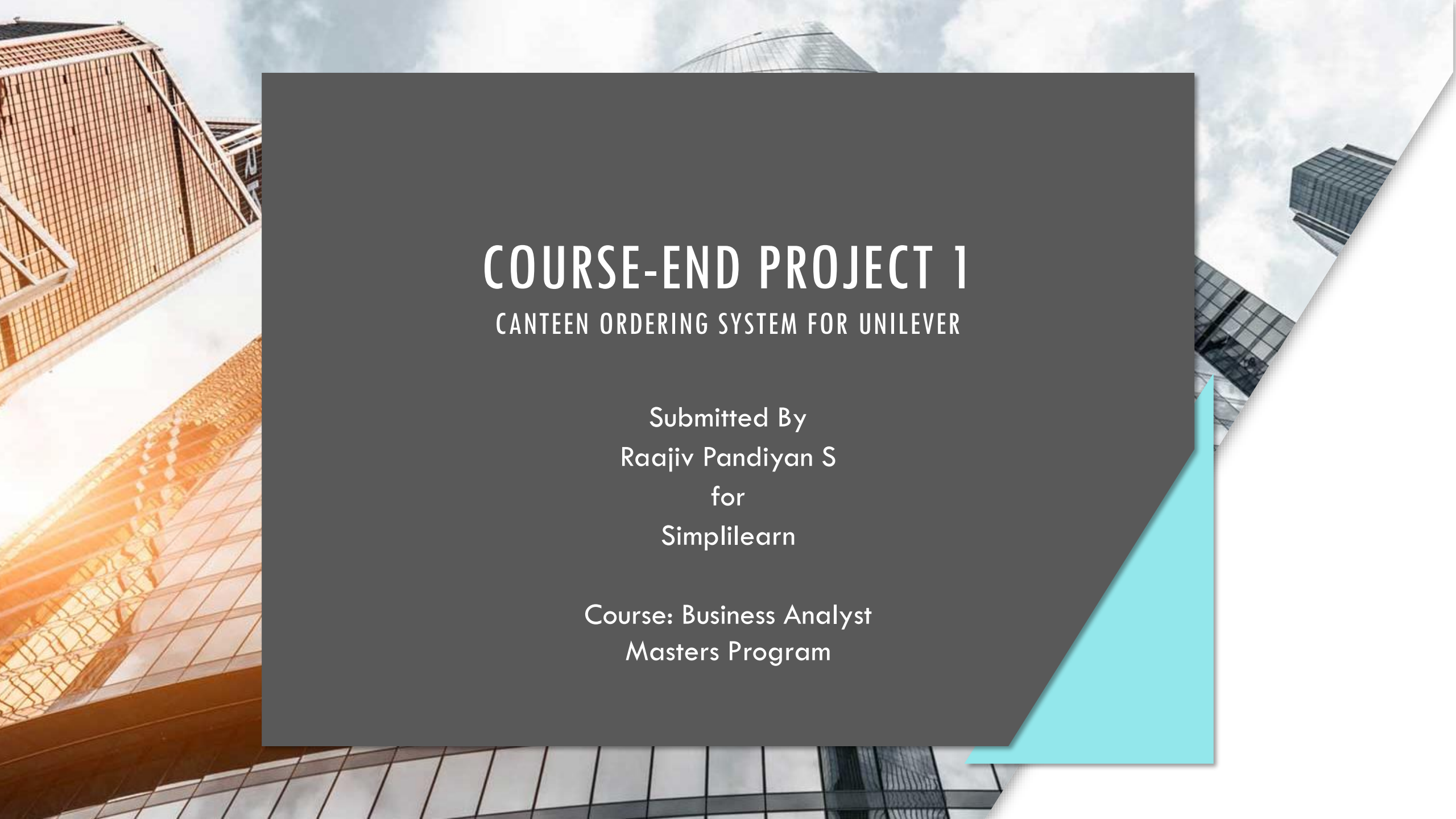


COURSE-END PROJECT 1

CANTEEN ORDERING SYSTEM FOR UNILEVER

Submitted By
Raajiv Pandiyan S
for
Simplilearn

Course: Business Analyst
Masters Program

Table of Contents.

Table of Contents 2.

Summary.

- Unilever is a British-Dutch MNC FMCG company, headquartered in London, England. Unilever is one of the oldest FMCG companies, and its products are available in around 190 countries. In its UK offices, Unilever had around 1500 employees which were spread across 12 floors. They had 2 canteens to cater to these 1500 employees. Each canteen could seat around 150 employees 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. Almost 30-35 minutes were wasted in waiting in a queue to collect their food and get a table to sit and eat. However, the time spent eating was barely 10-15 minutes. The remaining 10 minutes were spent reaching and coming back from the canteen using the elevators.
- 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.
- Many employees have requested a system that would permit a canteen user to order meals online, to be delivered to their work location at a specified time and date.

Advantages .

- A system would save considerable time to those employees who use the service.
- It would increase the chance of them getting the food items they prefer.
- This would improve both their quality of work life and their productivity.
- The food wastage will be reduced.
- This will reduce the cost.

Business Objectives.

Business Objective 1:

- Reduce canteen food wastage by a minimum of 30% within 6 months following first release.
- Scale: Value of food thrown away each month by examining the canteen inventory
- Previous - 25% wasted
- Must plan for: Less than 15%

Business Objective 2:

- Reduce canteen operating costs by 15% within 12 months, following initial release.

Business Objective 3:

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

Business Objective 4:

- By making the ordering process automated and by delivering the food to the user's workstation, the canteen will be able to operate with lesser manpower.

System Requirements.

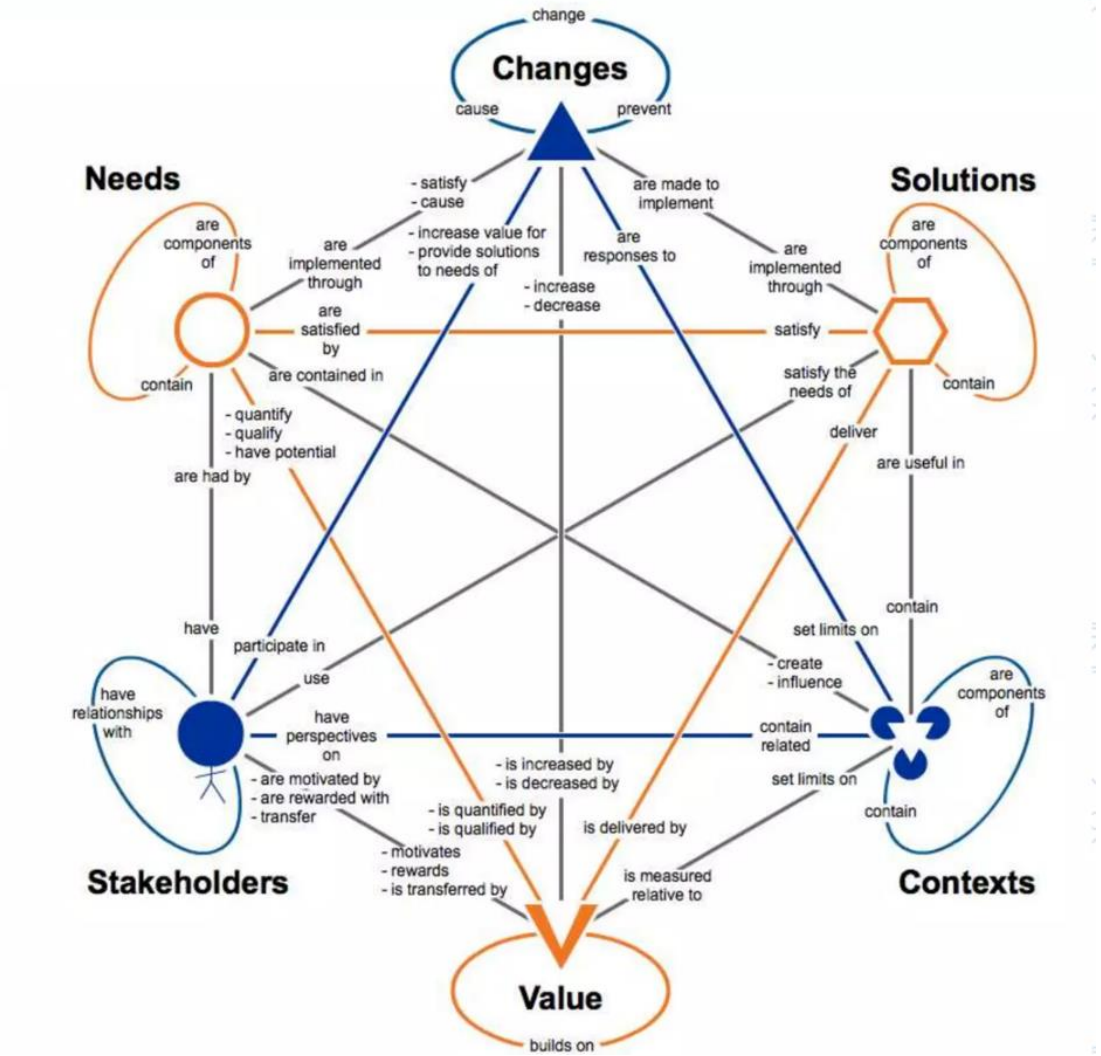
Scalability and performance:

- This canteen ordering system is required to support a maximum volume of orders from 1500 employees and the web pages should be light and fast.

Usability.

- The screens should be self-explanatory and very user friendly. The Management would not want employees not ordering from the system which they cannot understand.

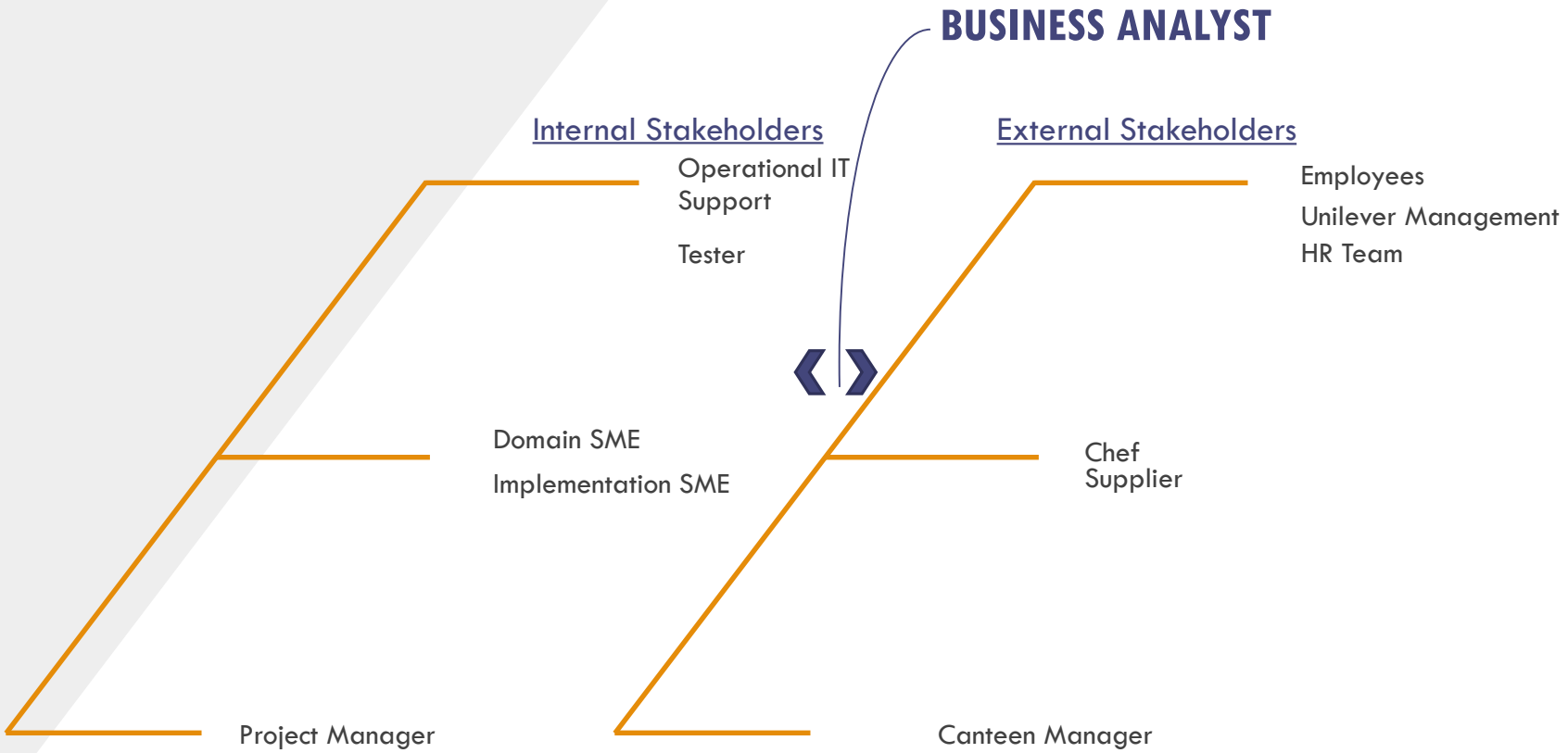
Business Analysis Core Concept Model (BACCM).



BUSINESS ANALYSIS CORE CONCEPT MODEL

Title	Content
Need	An online canteen ordering system for Unilever employees, London Branch to resolve their concerns on waiting time in the queue for food. Also, to help the management to reduce wastage, operating cost, manpower & increase employee production efficiency
Change	Creating a website to order food online and to move from physical canteen operations to a delivery enabled online system.
Solution	The website enables employees to order food on the menu each day on or before 11 am, the meal will be delivered to the cubicles and will save the long waiting time.
Context	There are 1500 employees working in Unilever London Branch. Most employees would prefer to take their lunch between 12 noon to 1 pm. Each canteen has only a seating capacity of 150 at a time and 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.
Value	Reduction in food wastage due to better data trends available from Site Analytics. Increased employee production hours due to reduced waiting time and time to consume desired food. Increased Employee NPS Scores due to the comfort offered to them. The site enables management to operate with lesser manpower and operating cost.

IDENTIFYING STAKEHOLDERS



RACI MATRIX.

This is one of the popular stakeholder responsibility matrices, where the stakeholders are classified based on the participation into 4 of the below mentioned categories, which are as follows:

- ✓ Responsible (R): The person who is directly assigned and will be performing the work on the task
- ✓ Accountable (A): 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 can be mapped under this category.
- ✓ Consulted (C): A stakeholder or group of stakeholders, who are in the loop and are asked to provide advice/ suggestion/ information about the task. It is a two-way communication
- ✓ Informed (I): A stakeholder or group of stakeholders is kept up-to-date about the task and its outcome. Here, the communication is one-way.

RACI Matrix (2).

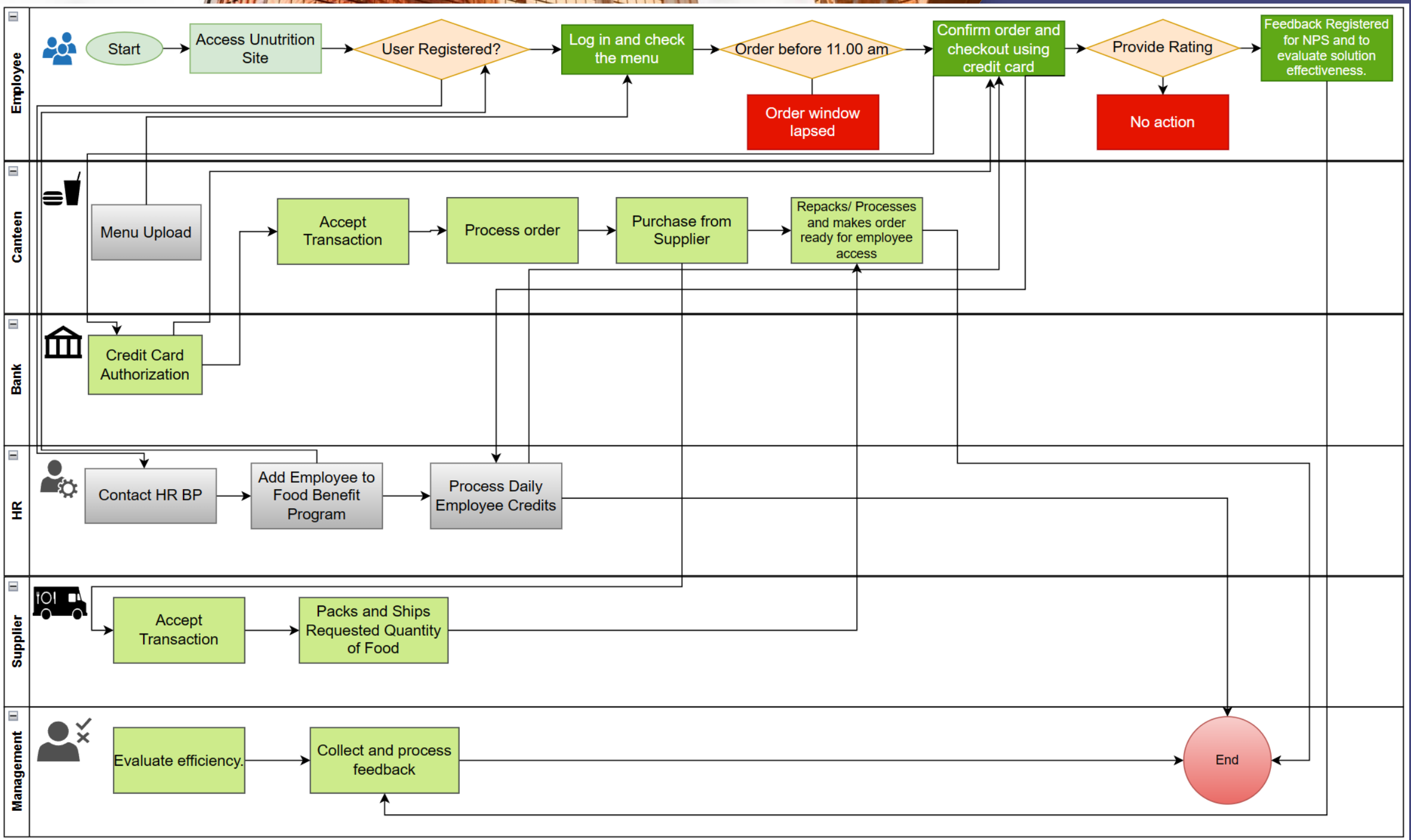
Title	Responsible	Accountable	Consulted	Informed
Operational IT	R			
Support	R			
Tester				I
Domain SME			C	
Implementation SME	R			
Project Manager		A		
Employees				I
Unilever Management			C	
HR			C	
Chef				I
Canteen Manager	R			
Canteen Supplier-Side Supervisor				I
Business Analyst	R			

IN-SCOPE

- ✓ Employee Sign-in
- ✓ Menu Page
- ✓ Support
- ✓ Ordering Screen
- ✓ Time Limit to Order
- ✓ Confirmation Screen
- ✓ Meal Delivery Tracking
- ✓ Wallet/ Employer Credits in Payment Window
- ✓ Employee Cubicle Details
- ✓ Feedback Links
- ✓ Report and Analytics to Management and Canteen Vendor

OUT OF SCOPE

- X Raw Material Procurement
- X Food Supplies Stock Status
- X Pre-Order Requirement
- X Vendor Staff Payments

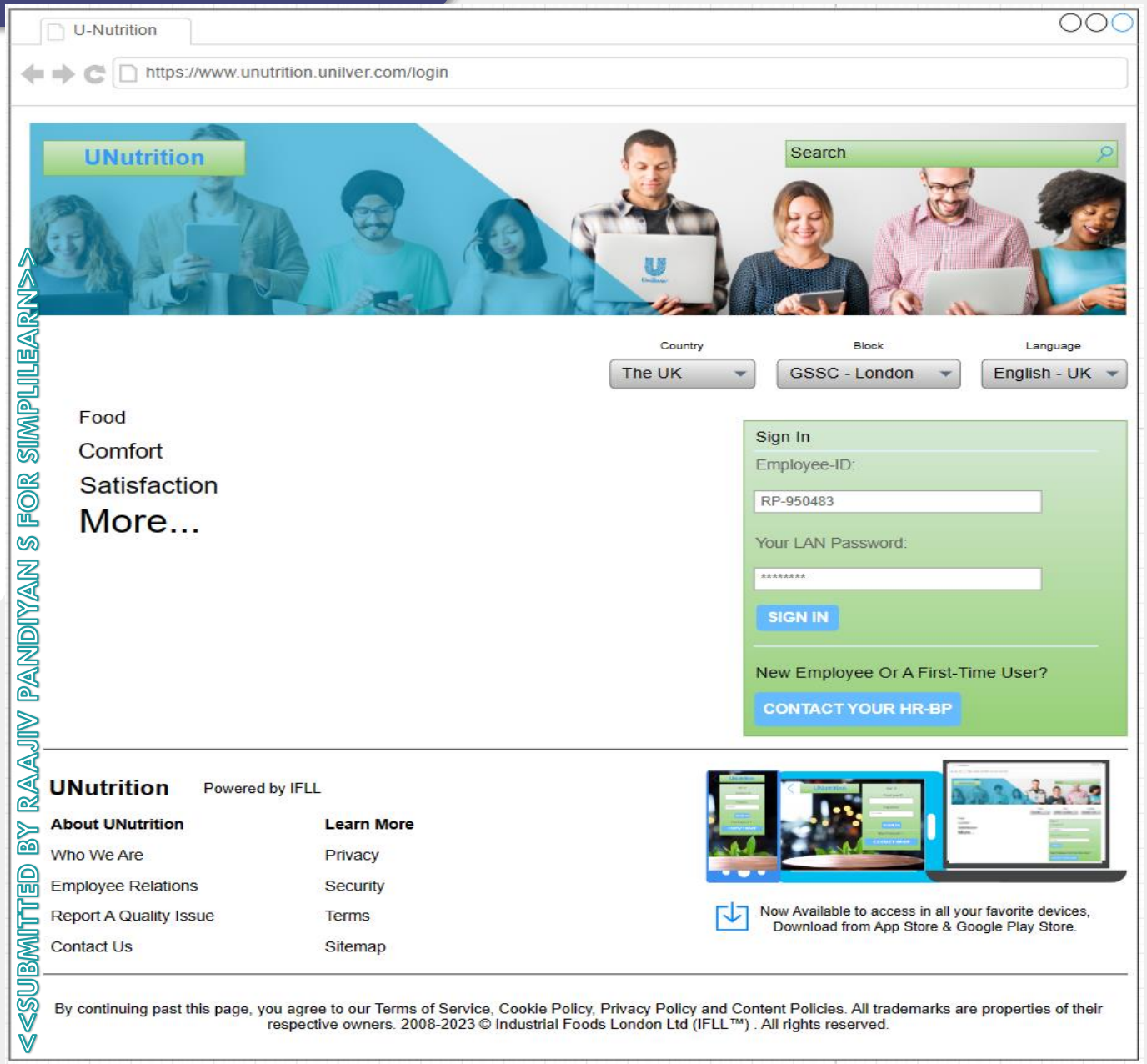

Employee
Start
Access Unutrition Site
User Registered?
Log in and check the menu
Order before 11.00 am
Order window lapsed
Confirm order and checkout using credit card
Provide Rating
No action
Feedback Registered for NPS and to evaluate solution effectiveness.
Canteen
Menu Upload
Accept Transaction
Process order
Purchase from Supplier
Repacks/ Processes and makes order ready for employee access
Bank
Credit Card Authorization
HR
Contact HR BP
Add Employee to Food Benefit Program
Process Daily Employee Credits
Supplier
Accept Transaction
Packs and Ships Requested Quantity of Food
Management
Evaluate efficiency.
Collect and process feedback
End

MOCK LOG-IN PAGE OF WEBSITE

Shown to the right is the image of mock log-in screen as a recommended solution for the Canteen Ordering System.

Created using draw.io (app.diagrams.net)

Design is watermarked to deter users from un-authorized reproduction.

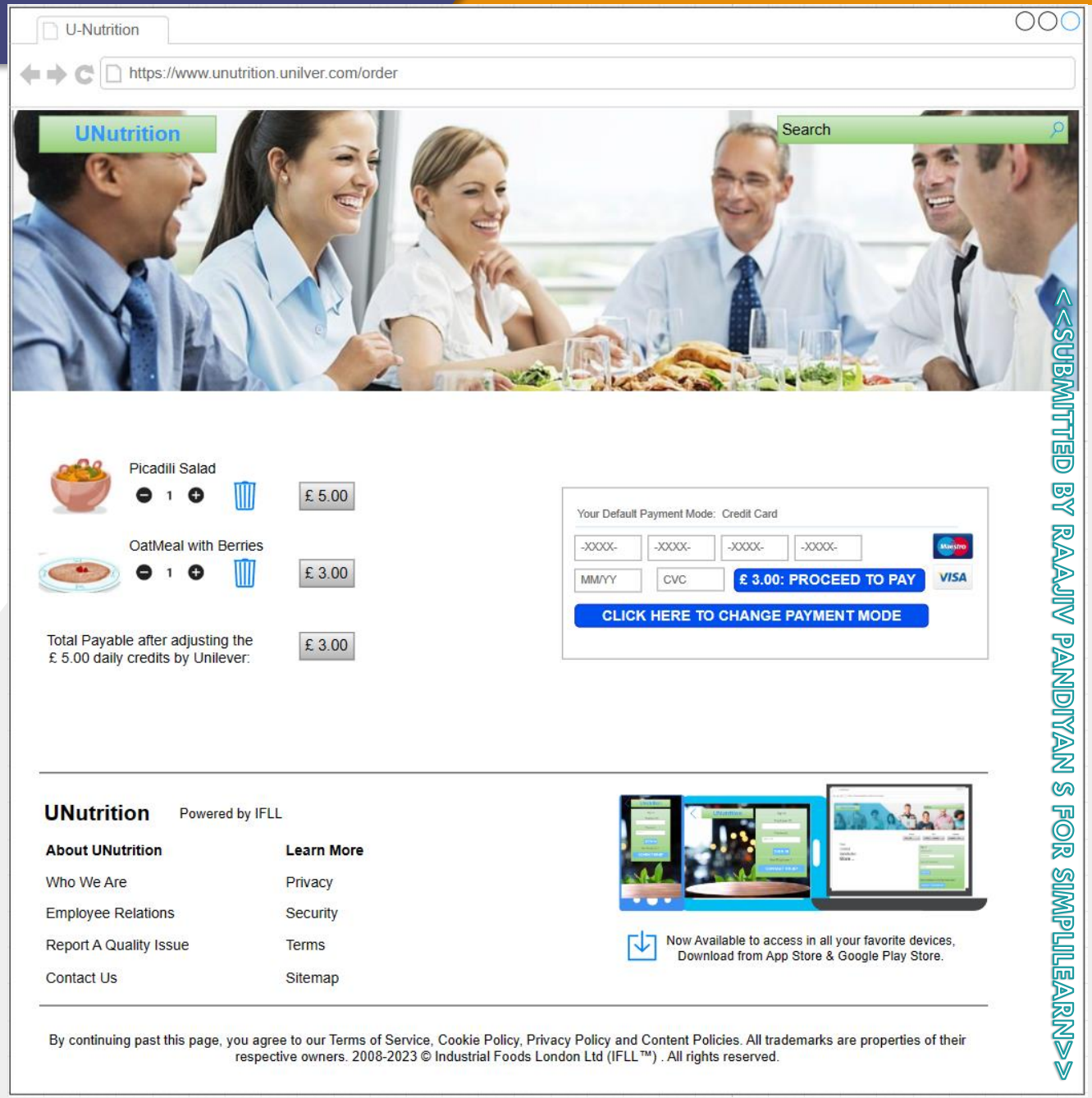


MOCK ORDER PAGE OF WEBSITE

Shown to the right is the image of mock ordering screen as a recommended solution for the Canteen Ordering System.

Created using draw.io (app.diagrams.net)

Design is watermarked to deter users from un-authorized reproduction.



MOCK ORDER CONFIRMATION PAGE OF WEBSITE

Shown to the right is the image of mock order confirmation screen and voluntary feedback window as a recommended solution to know user score.

Created using draw.io (app.diagrams.net)

Design is watermarked to deter users from un-authorized reproduction.

VALUE ACHIEVED

INCREASED NPS SCORES FROM EMPLOYEES

Increased Employee NPS Scores due to the comfort offered to them.

EFFICIENCY

Increased employee production hours due to reduced waiting time and time to consume desired food. The site enables management to operate with lesser manpower and operating cost.

LESS PHYSICAL FOOD WASTAGE AND NEW ANALYTICAL DATA

Reduction in food wastage due to better data trends available from Site Analytics.


That's all Folks!
THANK YOU!