

UNILEVER CANTEEN ORDERING SYSTEM

STAKEHOLDER ANALYSIS

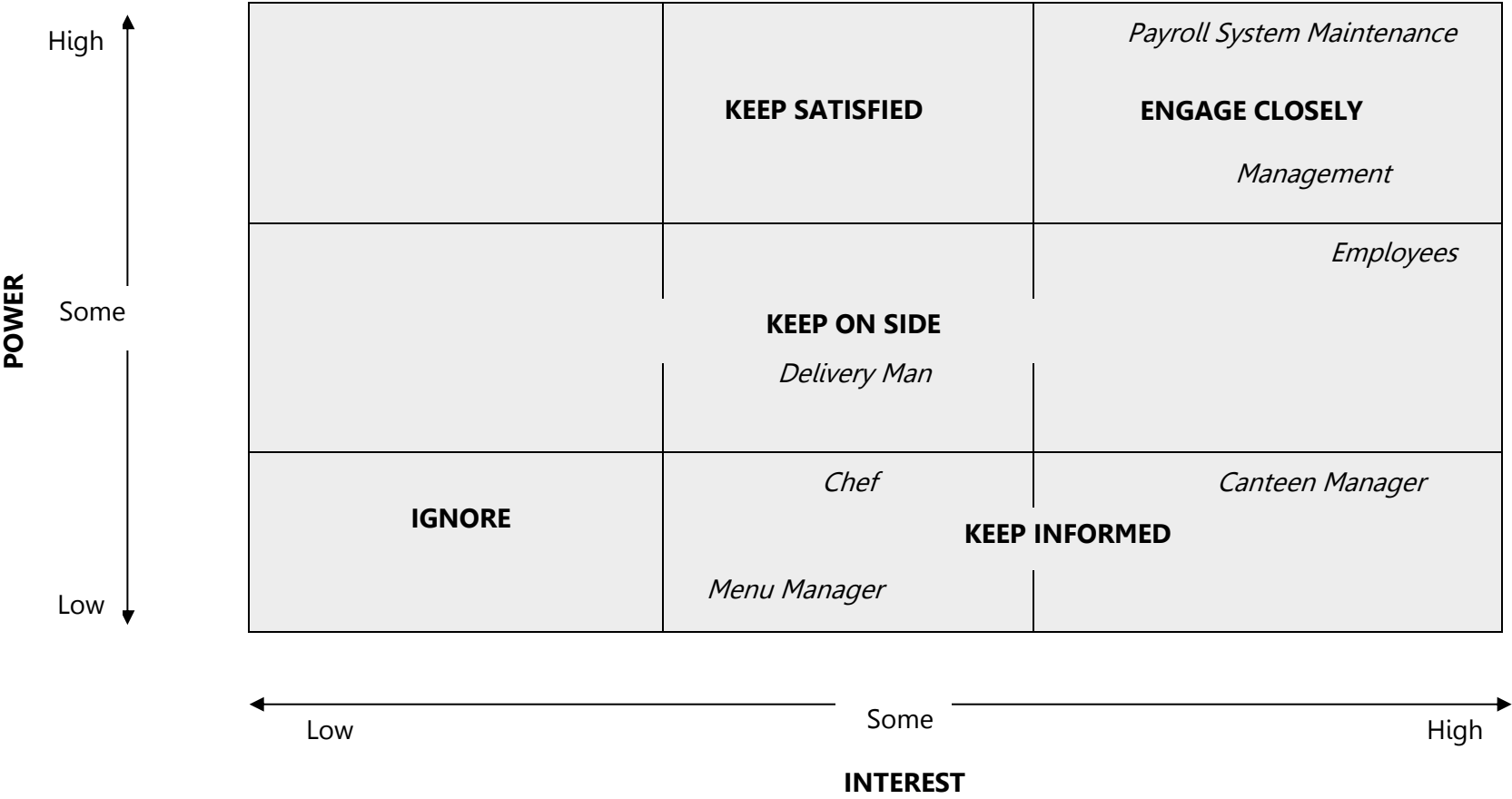
STAKEHOLDER MATRIX DOCUMENTATION

STAKEHOLDER	Interest / Power	JUSTIFICATION	Communication Strategy
Employee	<ol style="list-style-type: none"> 1. High interest 2. Some Power 	<ol style="list-style-type: none"> 1. High interest- Because they are most affected by the new development. They are the direct (end) users of the online system being developed. 2. Some Power: Their demands/ request is what influenced the development of the software ordering system. They pay for the services Their reviews of the company's employee policies could affect or influence the brand and reputation of the company positively or negatively, hence management would like to keep them happy by listening to their demands. 	Engage Closely
Management	<ol style="list-style-type: none"> 1. High Interest 2. High Power 	<ol style="list-style-type: none"> 3. High Interest Because: The current system causes time wastage which reduces productivity of the company which inadvertently affects the revenue which may speak poorly of the management. So, they will be interested in a system that drives efficiency and improves productivity. 4. High Power Because: They have the finances to fund this project or not. 	Engage Closely
Canteen Manager / Order Processor	<ol style="list-style-type: none"> 1. High Interest 2. Low Power 	<ol style="list-style-type: none"> 1. High Interest Because: He is directly affected by this project because the project affects the efficiency of the canteen. This new project will help curb wastage as only ordered meals will be cooked. 	Keep Informed

		<p>2. Low Power Because: They cannot necessarily influence the project's outcome even though they could give valuable suggestions to make it better.</p>	
Menu Manager	<p>1. Some interest 2. Low Power</p>	<p>1. Some Interest Because: The system makes his job easier as he approaches the menus more systematically for each day. His menus help ensure that wastage is significantly reduced as only what he listed on the menu will be ordered.</p> <p>2. Low Power Because: He isn't particularly influencing any aspect of the new system being implemented.</p>	Keep Informed
Chef	<p>1. Some Interest, 2. Low Power</p>	<p>1. Some Interest Because: Now he knows beforehand what to prepare and has enough time to prepare those meals. He can also improve the quality of his meals by virtue of the time available. However, it becomes more complicated for him to prepare more specialized meals. He would also have the canteen manager on him more constantly to deliver the orders he has received. The new system will change his routine and would make him change his routine.</p> <p>2. Low Power Because: While he may be highly affected by the new system, he is unable to significantly influence it.</p>	Keep Informed
Delivery Man	<p>1. Some Interest 2. Some Power</p>	<p>1. Some Interest: He is affected by the project in that he is to be paid as a delivery man, he will likely be excited to see this project go ahead.</p> <p>2. Some Power: Because of the specific nature of people's orders, he has to be particularly careful to make sure he does the deliveries right. His suggestions on how to make this system efficient and effective should be taken seriously.</p>	Keep Informed / Keep On side

Payroll System Maintenance Team	<ol style="list-style-type: none"> 1. High Interest 2. High Power 	<ol style="list-style-type: none"> 1. High Interest: The new system affects the payroll team as they would have to introduce new functionalities to the normal operations to ensure that the system works optimally. 2. High Power: They are able to make decisions that influence the way the system's payment works. It's their responsibility to ensure that employees comply with the payment methods and enroll for the payment scheme laid out. Hence, they have the power to determine the functionality of the payment system. If they determine that the system is not compatible with the payment method, they could direct this project in another direction to ensure the company doesn't lose money implementing a new system. 	Engage Closely
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STAKEHOLDER MATRIX



PROBLEM STATEMENT AND OBJECTIVES

UNILEVER CANTEEN PROBLEM STATEMENT:

The problem of spending an inordinate amount of time commuting to and waiting in line for food at the canteen by the company employees. The impact of this is employee dissatisfaction, low productivity and food wastage which leads to a high operational cost of canteen. A successful solution will reduce or eliminate commute time, queues and reduce wastage and costs while improving on employee morale and satisfaction.

OBJECTIVES OF THE NEW CANTEEN ORDERING SYSTEM:

1. Eliminate rush during lunch hours
2. Reduce/ Eliminate time spent in commuting to the canteen
3. Reduce/ Eliminate time spent on queues
4. Eliminate food wastage in the canteen thereby saving operation costs.
5. Provide employees with choice meals

RACI MATRIX

Activity	Role	Project Management Team			Technical Team			Training Team		Systems Administration and Maintenance Team		User	Management Team	
		Subject Matter Expert	Project Manager	Business Analyst	Developer	UX designer	Tester	Trainer	Disability Trainer	Systems Administrators	Support	Canteen Management/ Employees	Operations	Finance Manager
Analyze Current System		C	A	R									C	
Identify issues with Current system		C	A	R									C	
Design new system		C	A	R	C/I			C/I						
Build new system			A	C/I	R			I		I			I	
Test new system			A	C/I	C		R							
Training				A				R			C/I	I	I	
Deploy new system		C	A	I						R			I	
Maintain new system				C						R			I	

R = RESPONSIBLE

A = ACCOUNTABLE

C= CONSULTED

I = INFORMED

FEATURES OF NEW SYSTEM

Menu Item search	User profile (Employee id, mail dept, location etc.)	Register and Activate Account
Support/Chat/ Call-in Feature	Real time GPS tracking for delivery	Confirmation to mail
Push notification	Payment integration with payroll	Login (Successful or Not, then support)
Feedback section which includes ratings and review	Order history	Placing Order (Generates Order ID and Time of Delivery)
Automatic Speech Recognition	Confirm Delivery	Delivery time with notification
Multi-Device Synchronization	Decline Delivered Order	Delivery person profile
Delivery location selection	Placing the order	Check out order
Pickup scheduling	Delivery Guy (Closes Delivery or Returns Rejected Item)	Canteen Management <ul style="list-style-type: none">• Menu Upload• Pricing• Discounts• Seasonal Menu• Special Chef• Segmented Menu
Expense Dashboard	Placing in Carts	