Feedback From:	Type:	Description:	Evidence:	Actions:
Customers	Went well	82% of customers rated the tablet experience with a score of 4 out of 5.	Survey results	Consider user feedback to further improve tablet usability.
Customers	Went well	Positive feedback received about tablets speeding up the ordering process.	Survey results	Enhance staff training on tablet usage to streamline the process.
Customers	Went well	82% of customers found the payment process quick, easy, and secure.	Survey results	Implement additional security measures to enhance payment process and increase customer satisfaction.
Customers	Needs improvement	12% of customers experienced connectivity issues with the tablets.	Survey results	Regularly check and maintain the tablets to minimize technical issues.
Customers	Needs improvement	54% of customers had to wait for more than 15 minutes to be seated.	Survey results	Implement measures to reduce table waiting times and improve overall efficiency.
Customers	Needs improvement	28% of customers encountered incorrect orders due to kitchen preparation errors.	Survey results and feedback	Improve communication with the kitchen team and review order preparation processes.
Project team	Needs improvement	Allocating more resources for quality assurance can help prevent connectivity and system glitches.	Retrospective meeting	Prioritize budget allocation for quality assurance measures to ensure smooth operation of the tablet system.
Project team	Needs improvement	Coordination between the kitchen and front-of-house staff needs improvement to avoid order errors.	Retrospective meeting	Implement cross-training or joint meetings to foster better communication between teams and reduce errors.
Project team	Needs improvement	Limited technical support was available during peak hours, leading to delays in resolving issues.	Retrospective meeting	Strengthen technical support capabilities or outsource support services to address peak hour demands.
Project team	Went well	The use of customer feedback surveys allowed the team to gather valuable insights for improvements.	Retrospective meeting	Incorporate regular customer surveys into future projects for continuous improvement.
Project team	Went well	Adequate training and support were provided to staff for adopting the tablet system.	Retrospective meeting	Develop a comprehensive training manual and provide ongoing support to address any staff concerns.
Project team	Went well	The project team effectively coordinated tablet implementation across all branches.	Retrospective meeting	Continue strong communication and collaboration among team members for future projects.