Business Process Engineering

Assignment 1

Due on 5th March 2024

Submission via Google classroom

[Foodpanda](https://www.foodpanda.com/) is a food & groceries ordering and delivery platform that connects users with local restaurants and suppliers/stores/shops. Foodpanda has partnered with more than 100K restaurants/suppliers/stores/shops in about more than 30 cities in Pakistan. It has worked with thousands of delivery riders.

Foodpanda is an impressive platform that helps eateries to offer excellent service to a wide range of customers who want to get their food delivered to their doorsteps. The company generates profit through delivery fees; it decreases its operational cost by following some effective methods:

* Offer discounts for bulk purchases
* Build a higher network to deliver food on time
* Collecting cash before delivery
* Advertisement fees
* Offer different types of deliveries besides food delivery.

Foodpanda can gain massive popularity in the market by focusing on all the terms listed above. The on-demand app is increasing and has grabbed the tremendous limelight in the past few years. Hence, more businesses are considering investing in the on-demand solution; they are stepping into [developing a feature-rich Foodpanda clone app](https://www.elluminatiinc.com/e-delivery/foodpanda-clone/) for their business, helping them deliver a seamless delivery experience to food lovers. Have a quick look to know how Foodpanda works to ensure prompt delivery to the customer’s doorsteps.

**Step 1:** Food lovers explore the list of nearby restaurants/suppliers/stores and menus to order mouth-watering dishes or any grocery items from them.  
**Step 2:** Restaurants receive an order and confirm food.

**Step 3:** Client receive an order confirmation, cost and expected time.

**Step 4:** At the same time as Step 3, a rider has been searched and notified to deliver the order.

**Step 5:** Delivery boy is notified in time when the delivery is ready to be picked.  
**Step 6:** Prepared order is handed over to delivery providers.  
**Step 7:** The delivery provider delivers the meals to the customer’s place.  
**Step 8:** Customers make payments.

**Step 9:** Provide feedback according to their experience gained.

The simple and effective working of the Foodbanda makes it the best choice for food lovers and eateries.

**Required:**

1. Create a business value chain model. Identify each primary and secondary activity. Also identify any CBIS or application that may exists at that level. You need to take assumptions and study any related details regarding such business.
2. Perform the SWOT analysis in standard templet.
3. Draw a process model for the given scenario. Draw separate model for each individual process.
4. Draw a process interaction model to show the process choreography.