

Project Charter: Sauce & Spoon Menu Tablets Project

DATE: July 1, 2024

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| **Project Summary** |
| The Sauce & Spoon Menu Tablets Project aims to enhance customer experience and operational efficiency at Sauce & Spoon restaurants through the implementation of digital menu tablets. This initiative seeks to streamline ordering processes, improve service speed, and gather customer feedback efficiently. |

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| **Project Goals** |
|  **Implement Digital Menu Tablets**: Deploy digital menu tablets across all Sauce & Spoon restaurant locations to replace paper menus.   **Specific:** Deploy digital menu tablets across all Sauce & Spoon restaurant locations to replace paper menus.   **Measurable:** Install tablets in all 20 restaurant locations by August 31, 2024.   **Attainable:** Ensure procurement and setup logistics are feasible within the allocated budget and resources.   **Relevant:** Enhance customer experience and operational efficiency by streamlining ordering processes.   **Time-bound:** Complete deployment by the end of August 2024.   **Enhance Customer Satisfaction**: Improve service efficiency and reduce order processing  **Specific:** Improve service efficiency and reduce order processing times by 20%.   **Measurable:** Decrease average order processing time from 8 minutes to 6.4 minutes per table by December 31, 2024.   **Attainable:** Implement training programs and optimize tablet-POS integration to achieve efficiency gains.   **Relevant:** Aligns with customer expectations for faster service and improved dining experiences.   **Time-bound:** Achieve the targeted reduction in processing time by the end of December 2024.times to enhance customer satisfaction ratings by 20%.   **Integrate with POS System**: Ensure seamless integration of menu tablets with the existing Point-of-Sale system to expedite order processing and improve accuracy.   **Specific:** Integrate digital menu tablets seamlessly with the existing Point-of-Sale (POS) system.   **Measurable:** Ensure 100% functionality and data synchronization between tablets and POS by October 31, 2024.   **Attainable:** Collaborate with IT department and POS vendor to implement necessary software updates and configurations.   **Relevant:** Enhance accuracy of orders and streamline backend operations.   **Time-bound:** Complete integration testing and rollout by October 2024.   **Efficient Feedback Collection**: Develop and roll out a customer feedback feature on tablets to gather real-time feedback on dining experiences.   **Specific:** Develop and roll out a customer feedback feature on tablets to gather real-time feedback on dining experiences.   **Measurable:** Achieve a participation rate of 50% of dining customers using the feedback feature within 3 months of deployment.   **Attainable:** Design an intuitive interface and promote usage among customers through staff training and incentives.   **Relevant:** Improve understanding of customer preferences and satisfaction levels.   **Time-bound:** Launch feedback feature across all tablets by September 30, 2024.   **Staff Training and Support**: Conduct comprehensive training sessions for restaurant staff on the operation and support of menu tablets.   **Specific:** Conduct comprehensive training sessions for restaurant staff on the operation and support of menu tablets.   **Measurable:** Ensure 100% of restaurant staff complete training sessions by November 30, 2024.   **Attainable:** Schedule training sessions during off-peak hours to minimize disruption to restaurant operations.   **Relevant:** Ensure staff competence in using tablets to maximize operational benefits.   **Time-bound:** Complete all training sessions by November 2024.   **Documentation and Procedures**: Create user manuals and operational procedures for tablet usage and maintenance to ensure smooth implementation and ongoing support. |

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| **Deliverables** |
|  **Deployment of Digital Menu Tablets**: Install and activate digital menu tablets in all Sauce & Spoon restaurant locations.   **Integration with POS System**: Ensure compatibility and integration of menu tablets with the existing Point-of-Sale system.   **Customer Feedback Feature**: Develop and deploy a customer feedback collection feature on tablets to gather feedback on service and menu offerings.   **Staff Training Program**: Conduct training sessions for restaurant staff on the use and maintenance of menu tablets.   **Documentation**: Prepare user manuals and operational procedures for tablet usage and troubleshooting. |

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| **Scope and Exclusion** |
| **In-Scope:**   Deployment and integration of digital menu tablets.   Training of restaurant staff on tablet usage.   Development and rollout of customer feedback feature.  **Out-of-Scope:**   Physical installation of tablet mounts or hardware modifications.   Customization of tablet software beyond standard configurations. |

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| **Benefits & Costs** |
| **Benefits:**   Improved customer satisfaction and service efficiency.   Enhanced data collection for customer preferences and operational analytics.   Potential cost savings through reduced paper usage and streamlined processes.  **Costs:**   Initial investment in tablet hardware and software licenses.   Training costs for staff on tablet operation and support.   Operational costs for maintaining and updating the tablet system. |

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| **Appendix:** |
| **Misalignments and Decisions:**  **Misalignment 1:**   * **Description:** Disagreement on the timeline for staff training and tablet deployment. * **Stakeholders Involved:** Operations Manager, Training Coordinator, Project Manager. * **Decision-Maker:** Project Manager. * **Resolution:** After thorough discussion, it was decided to stagger training sessions based on restaurant location readiness, allowing for a phased deployment that meets both operational needs and staff availability.   **Misalignment 2:**   * **Description:** Uncertainty regarding the scope of tablet customization beyond standard configurations. * **Stakeholders Involved:** IT Department, Project Sponsor, Project Manager. * **Decision-Maker:** Project Sponsor. * **Resolution:** It was clarified that while basic software configurations are included, no extensive customization will be pursued initially to ensure project timelines and budget constraints are met effectively. |