**UNILEVER CANTEEN ORDERING SYSTEM**

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Stakeholder Analysis Matrix

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| **Stakeholder** | **Interest** | **Influence** | **Impact** | **Justification** |
| **Employees** | **High**: Will use the system regularly to place orders. | **Medium**: They can provide feedback and influence usage. | **High**: Direct impact on the daily meal ordering process. | Primary beneficiaries: the system improves convenience and time efficiency. |
| **Canteen Manager** | **High**: Will manage orders and coordinate food prep. | **High**: Direct responsibility for execution and overseeing operations. | **High**: Directly responsible for managing and delivering meals. | Critical to the operational aspect of the new system. |
| **Menu Manager** | **Medium:** Responsible for menu management and updates. | **Medium:** Influences what is available for order. | **Medium:** Updates will be essential to ensure accuracy in orders. | Needs the system to efficiently manage and update daily offerings. |
| **Chefs** | **Medium:** Will cook food based on orders received. | **Medium:** Influence on meal prep times based on system orders. | **Medium**: Directly impacts work efficiency and workload. | Workload is linked to the accuracy of the system’s order management. |
| **Delivery Personnel** | **High:** Will be delivering meals to employees’ desks. | **Medium:** Their efficiency affects overall user satisfaction. | **Medium:** Responsible for the final stage of service and customer experience. | Key to completing the order cycle effectively. |
| **IT Team/Developers** | **High:** Will develop and maintain the system. | **High:** They have control over system functionality. | **High:** Ensures the system works smoothly for all stakeholders. | Responsible for building the system and ensuring its functionality. |
| **Payroll Department** | **Medium:** Will deduct money based on meal orders. | **Medium**: Ensures accuracy of salary deductions. | **Medium:** Responsible for financial transactions related to the system. | Need to ensure the system can integrate with payroll for deductions. |
| **Senior Management** | **High:** Will approve the project and allocate resources. | **High:** High decision-making power regarding budget and resource allocation. | **High:** Directly influences project success and company cost. | Need to approve investment and see benefits for time savings and employee satisfaction. |
| **HR** | **Medium:** Will manage employee enrollment for deductions. | **Medium:** They ensure all employees are enrolled for deductions. | **Medium**: Responsible for supporting employees in the payroll deduction process. | Need to ensure all employees are properly enrolled for deductions. |

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**RACI MATRIX**

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| **Task** | **Employees** | **Canteen Manager** | **Menu Manager** | **Chefs** | **Delivery Personnel** | **IT Team** | **Payroll** | **HR** | **Senior Mgt** |
| Requirements Gathering | 🟩 A | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟧 I |
| System Design & Development | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟩 A | 🟨 C | 🟨 C | 🟧 I |
| Menu Creation & Update | 🟨 C | 🟨 C | 🟩 A | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟧 I |
| Order Placement & Management | 🟩 A | 🟦 R | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟧 I |
| Delivery Process | 🟨 C | 🟦 R | 🟨 C | 🟨 C | 🟩 A | 🟨 C | 🟨 C | 🟨 C | 🟧 I |
| Payroll Integration | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟩 A | 🟨 C | 🟧 I |
| Feedback Management | 🟩 A | 🟦 R | 🟨 C | 🟨 C | 🟦 R | 🟨 C | 🟨 C | 🟨 C | 🟧 I |
| System Maintenance | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟨 C | 🟩 A | 🟨 C | 🟨 C | 🟧 I |
| Final Approval & Funding | 🟧 I | 🟧 I | 🟧 I | 🟧 I | 🟧 I | 🟧 I | 🟧 I | 🟧 I | 🟩 A |

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**Features of New System**

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| **Category** | **Features** |
| 🍽️ **Employee Features** | - Menu Browsing- Meal Pre-ordering- Payment via Payroll Deduction- Order History- Order Tracking (basic status updates)- Notifications & Reminders (e.g., order deadlines) |
| 🛠️ **Canteen Staff Features** | - Order Management Dashboard- Meal Preparation Reports- Menu Management (add/edit meals) |
| 💻 **Admin & Payroll Features** | - User Management- Payroll Integration (monthly meal purchase export)- Analytics & Reporting (basic financial and volume metrics) |
| 🔒 **Technical & Security** | - Single Sign-On (SSO)- Data Encryption (payroll & employee info)- Daily Backup & Recovery |