Unilever New Canteen Ordering System Presentation.

Identifying Impacted Stakeholders

UNILEVER MANAGEMENT
The company's management team

EMPLOYEES
Primary users of the canteen

CANTEEN STAFF
Prepare and serve food

CANTEEN MANAGEMENT
Oversee canteen operations

IT DEPARTMENT
Develop and maintain online ordering system

HUMAN RESOURCES
Oversee employee well-being and satisfaction

FACILITY MANAGEMENT
Manage physical space and infrastructure

FINANCE/PAYROLL DEPARTMENT
Responsible for budgeting and cost analysis

PROJECT MANAGER
Accountable for the delivery of the new ordering system

HEALTH AND SAFETY OFFICERS
Ensure adherence to health & safety regulations

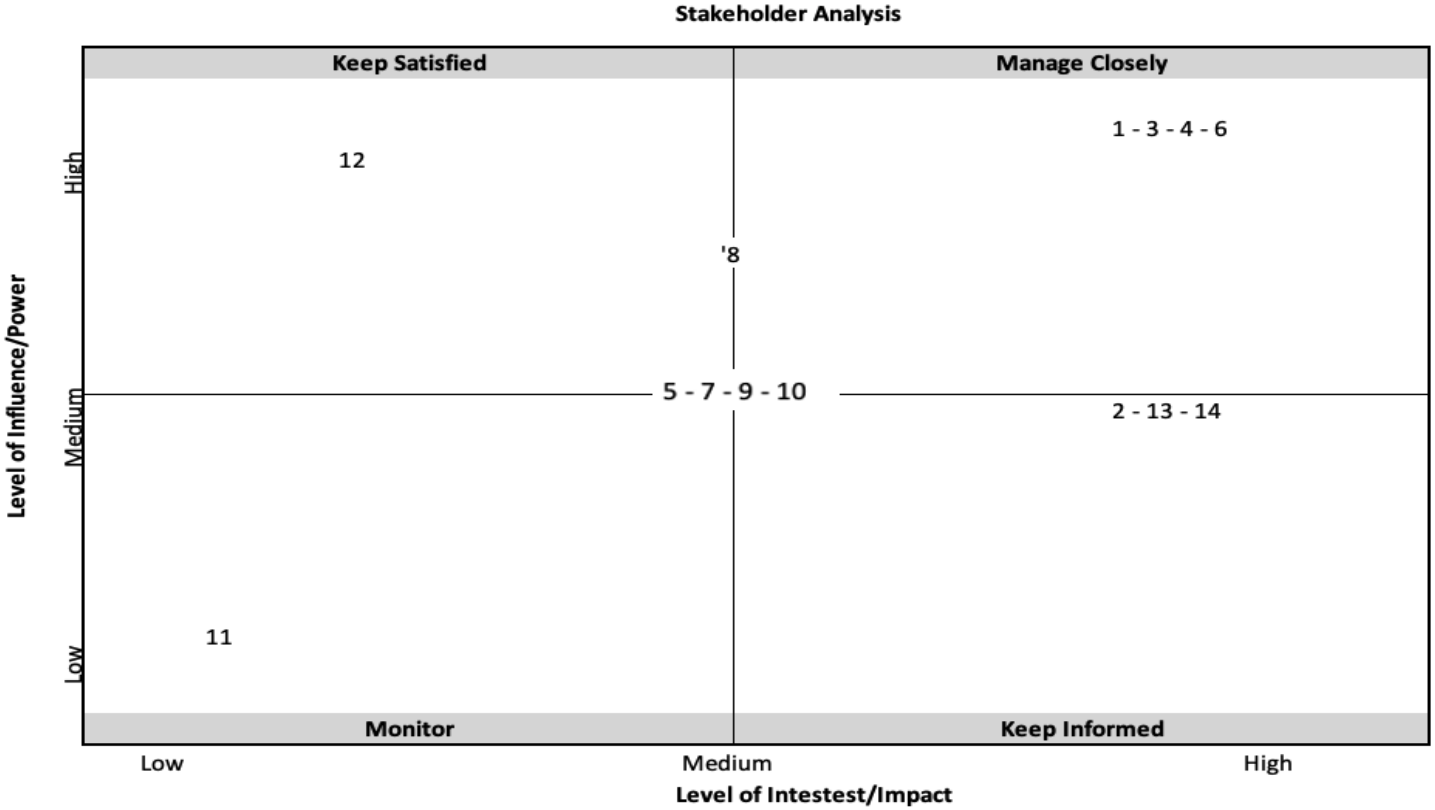
DELIVERY AGENTS
Food delivery

FOOD SUPPLIERS
External vendors who supply food to the canteens.

BUSINESS ANALYST
Responsible for the new ordering system

GOVERNMENT
The governing agency or body responsible for

Stakeholders Analysis Matrix



Stakeholders Key

1. Employees
2. Canteen Staff
3. Canteen Management
4. Unilever Management
5. Facilities Management
6. IT Department
7. Food Suppliers
8. Human Resources
9. Finance/Payroll Department
10. Health and Safety Department
11. Delivery Agents
12. Government
13. Project Manager
14. Business Analyst

The AS-IS-Problem Statement

P R O B L E M S T A T E M E N T

Food Availability Issues

Food Wastage

Long Wait Times

Insufficient Use of Time

Lack of Ordering System

New Canteen Ordering System-Objectives

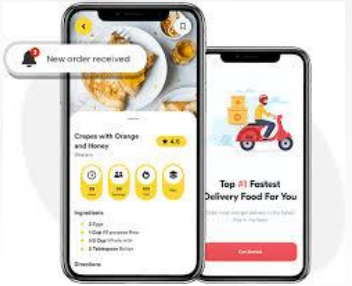
NEW OBJECTIVES

Ensure Food Availability

Reduce Food Wastage

Enhanced Operational Efficiency

Reduce Wait Times



Improving Employee Convenience

Business Case

UNILEVER'S NEW ORDERING SYSTEM BUSINESS CASE

SUBMITTED TO	HUMAN RESOURCE - LEAD	**SUBMITTED BY**	SDLC TEAM
TO THE ATTENTION OF	UNILEVEL MANAGEMENT	**POINT OF CONTACT**	TEAM LEAD – ANDREW AGERE
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DATE SUBMITTED	8th May, 2024	**DELIVERY METHOD**	Mailing

EXECUTIVE SUMMARY

The executive summary consists of no more than one page and presents a concise summary of the business case. The reader should be able to clearly understand the grounds for the request just by reading the summary.

This business case proposes the implementation of a Canteen Ordering System to improve operations at Unilever's UK offices. The new system is designed to streamline the lunch ordering process, reduce wait times, minimize food wastage, and enhance overall employee satisfaction.

Business Case

CURRENT IMPLEMENTATION

Describe the software and hardware used in the existing implementation. Describe the resources required to maintain the current setup. For example, you might specify the financial costs as well as the work hours needed for maintenance processes. Consider other measurements, such as usage statistics.

The current canteen operations at Unilever's UK offices face several challenges that negatively impact employee productivity and satisfaction. Unilever, a British-Dutch FMCG company, has around 1500 employees spread across 12 floors in its UK offices. The canteen facilities include two canteens, each seating around 150 employees at a time.

- Congestion During Lunch Hours: Employees experience long wait times between 12 noon and 1 pm.
- Inefficient Use of Time: Employees spend 30-35 minutes waiting for food, with only 10-15 minutes spent eating.
- Limited Food Choices: Popular items often run out quickly, leaving employees with fewer options.
- Food Wastage: Significant quantities of uneaten food are discarded.
- No Online Ordering: Employees cannot order food in advance or from their desks.
- No Delivery System: Employees must go to the canteen to collect their food.
- Manual Process Management: Canteen staff manually manage orders and food preparation.
- Lack of Feedback Mechanism: Employees cannot easily provide feedback on their meals or the service.

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REASON FOR CHANGE

Why is a new setup necessary? Make a clear case for the new solution, keeping in mind that your readers have competing appeals for resources. Detail why the existing implementation no longer works. Some reasons include product incompatibilities, equipment or software failures, maintenance difficulties, new processes that must be supported, increased staffing, new regulations, and compliance guidelines.

The new Canteen Ordering System aims to address the current issues and significantly benefit the employees and the company.

- Implement a user-friendly online ordering system
- Introduce a pre-order deadline to manage kitchen workflow
- Develop an efficient delivery service to employee workstations
- Reduce food wastage through better demand forecasting
- Integrate with payroll for seamless payment deductions
- Establish a feedback system for continuous improvement

FINDING A NEW IMPLEMENTATION

Explain the processes you used to find the new solution. Briefly describe any research sources. Detail any product demos you tried, vendor presentations or trade shows you attended, and other in-person research you conducted. It gives management confidence when they see that you have performed substantial due diligence.

The scope of the project includes the development and implementation of the Canteen Ordering System, along with supporting processes and integrations.

In Scope

- Development and deployment of an online ordering system
- Creation of a digital order management dashboard for canteen staff
- Establishment of a meal delivery process
- Integration with the payroll system for payment processing
- Implementation of a feedback mechanism

Out of Scope

- Payment gateway integration (as payments are handled via payroll)
- Changes to physical canteen infrastructure

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REVIEW OF OPTIONS

List the predetermined requirements for your new solutions. If possible, conduct a side-by-side comparison between the features of each product and these requirements. Ideally, this comparison should reveal your chosen option as the best possibility.

Various alternatives were considered to address the current canteen issues. The recommended solution provides the most comprehensive benefits.

Alternatives Considered

1. Do Nothing: Continue with the current process.
2. Partial Automation: Implement an online ordering system without delivery service.
3. Full Automation: Implement an online ordering system with delivery and payroll integration.

Recommended Solution

- Full Automation: This option provides the most comprehensive benefits, addressing all major pain points and enhancing overall efficiency and employee satisfaction.

POSSIBLE VENDORS

Describe possible vendors for the new implementation. Discuss the company and the unique characteristics of its solutions. You can boost your case by researching at least a few vendors.

Vendor Analysis

Identifying potential vendors for the different components of the system.

Online Ordering System

1. Aloha Cloud: Provides comprehensive online ordering platforms tailored for corporate canteens.

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- Cost: £15,000 for initial setup, £1,500 annual maintenance.
- Features: Customizable menu, real-time updates, user-friendly interface.

2. IBM: Specializes in cloud-based ordering systems with robust integration capabilities.
   - Cost: £18,000 for initial setup, £2,000 annual maintenance.
   - Features: Seamless integration with payroll and inventory systems, mobile-friendly.

Delivery and Inventory Management System

1. Zoho Inventory: Known for efficient delivery management and real-time inventory tracking solutions.
   - Cost: £10,000 for initial setup, £1,000 annual maintenance.
   - Features: GPS tracking for deliveries, automated inventory updates.

2. Sortly: Offers a combined solution for order management and inventory tracking.
   - Cost: £12,000 for initial setup, £1,200 annual maintenance.
   - Features: Integrated dashboard for canteen staff, analytics for demand forecasting.

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BENEFITS OF AN UPDATE

Benefits describe not just features and how something works, but how the product can positively impact the organization beyond just making it more efficient.

- Time Savings: Estimated productivity gain of £50,000 per year from reduced wait times.
- Reduced Wastage: Estimated savings of £15,000 per year from better inventory management.
- Employee Retention: Improved satisfaction leading to reduced turnover costs, estimated savings of £10,000 per year.

KEY PERFORMANCE INDICATORS

Key performance indicators (KPIs) provide a way to show whether a new product and its implementation are a success or not. Use the benefits described earlier to determine KPIs.

- 90% Time Savings
- 85% Reduced Wastage
- 98% Employee Retention

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IMPLEMENTATION RISKS
List the possible risks of this change, both big and small.

Using PESTLE ANALYSIS:

- **Political**: Government Regulations: Adherence to data protection and food safety laws (such as the GDPR in Europe).
  Public Sector Influence: Modifications to laws that impact food safety regulations and digital services.
  Strategies for Mitigation:
  Conduct compliance audits on a regular basis to make sure that all applicable requirements are being followed.
  Legal Consultation: To comprehend and negotiate regulatory obligations, consult with legal specialists.
- **Economical:**
  Cost overruns: Potential for recurring operating expenses and a large initial expenditure.
  Economic Downturn: Project funding is impacted by lower budgets and cost-cutting initiatives.
  Strategies for Mitigation:
  Budget Planning: Create a thorough spending plan with slack money to handle unforeseen expenses.
  Cost-Benefit Analysis: To support investment and show long-term savings, perform a comprehensive cost-benefit analysis.
- **Social:**
  Employee Resistance: The reluctance of employees to embrace new technologies.
  Cultural Differences: A varied workforce with varying nutritional requirements and preferences.
  Strategies for Mitigation:
  Change management: Put in place a thorough strategy that includes assistance and training.
  Make sure the system can handle a range of dietary requirements and preferences by using inclusive design.
- **Technical:**
  System failures might include malfunctions, interruptions, or cyberattacks.
  Integration Challenges: The new system's difficult integration with the current IT infrastructure.
  Strategies for Mitigation:

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Strategies for Mitigation:

Sturdy IT Infrastructure: Make an investment in a safe, dependable IT infrastructure that has backup plans.

Pilot Testing: Before implementing a system widely, carry out pilot testing to find and fix problems.

- **Legal:**

  Risks associated with non-compliance with data protection rules and data breaches pertain to data privacy.

  Intellectual Property: Possible legal conflicts pertaining to the use of software and rights to intellectual property.

  Strategies for Mitigation:

  Strong data protection methods and policies should be put into place.

  Legal Agreements: Make sure that any contracts with software providers and other suppliers are unambiguous.

- **Concerns about sustainability and environmental risks**: The effects of growing digital infrastructure and electronic waste on the environment.

  Resource Usage: The installation of new systems may result in a rise in energy usage.

  Strategies for Mitigation:

  Green IT Methods: Adopt environmentally friendly IT procedures, such as recycling initiatives and servers that use less energy.

  Eco-friendly Solutions: Select environmentally friendly technological options and encourage sustainable lifestyles.

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SUGGESTED VENDOR

Use your purchase criteria to explain why this vendor is the best choice. Also, list any other supporting characteristics that may not have appeared on your original list. If this implementation is above budget, detail your justification for the added costs.

Due to the above vendor analysis, cost is a key factor for selecting the best vendor for seamlessly implementation of this project.

Online Ordering System

Aloha Cloud: Due to Cost

Delivery and Inventory Management System

Zoho Inventory: Minimum cost for implementation.

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OPTION COSTS

Thoroughly detail all costs for the recommended implementation so that you do not find yourself having to ask for more money as the setup progresses. Also, consider and note indirect costs, such as system downtime.

Cost-Benefit Analysis

A detailed analysis of the costs of the project is provided below.

Costs

Development Costs

1. Software Development: £20,000
2. System Integration: £10,000
3. User Training: £5,000
4. Testing: £5,000

Operational Costs (Annual)

1. Maintenance: £3,000
2. Support: £2,000
3. Delivery Staff Salaries: £25,000

Return on Investment (ROI)

- Total Costs: £65,000 (Year 1), £30,000 (subsequent years)
- Total Benefits: £75,000 per year
- ROI: 15.38% in Year 1, 150% in subsequent years

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TECHNOLOGY MIGRATION

Explain the plan and high-level schedule for the backups and setup of any new systems.

Timeline

Month 1-2: Requirements Gathering and System Design
- Requirements Gathering: June 12, 2024 - July 12, 2024

Month 3-4: System Development
- System Development: July 13, 2024 - September 12, 2024

Month 5: Testing and Training
- Testing and Training: September 13, 2024 - October 13, 2024

Month 6: Pilot and Adjustments
- Pilot Launch and Adjustments: October 14, 2024 - November 13, 2024

Month 7: Full Deployment
- Full Deployment: November 14, 2024

IMPLEMENTATION PROGRAM

Describe in detail how the new system will be implemented, including key personnel, backups, system stoppages, and important dates and deadlines.

The implementation plan outlines the major milestones and timelines for the project.

Major Milestones
- Project Kickoff: June 12, 2024
- Requirements Gathering: June 12, 2024 - July 12, 2024
- System Development: July 13, 2024 - September 12, 2024
- Testing Phase: September 13, 2024 - October 13, 2024
- Pilot Launch: October 14, 2024 - November 13, 2024
- Full Deployment: November 14, 2024

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CONCLUSION

Conclude your business case with a strong and clear request for the materials, money, and other resources you need to complete the new IT implementation.

The proposed Canteen Ordering System will address the inefficiencies and challenges faced by the current canteen operations, leading to significant improvements in operational efficiency, employee satisfaction, and cost savings. The project is recommended for approval and implementation as outlined in this business case.

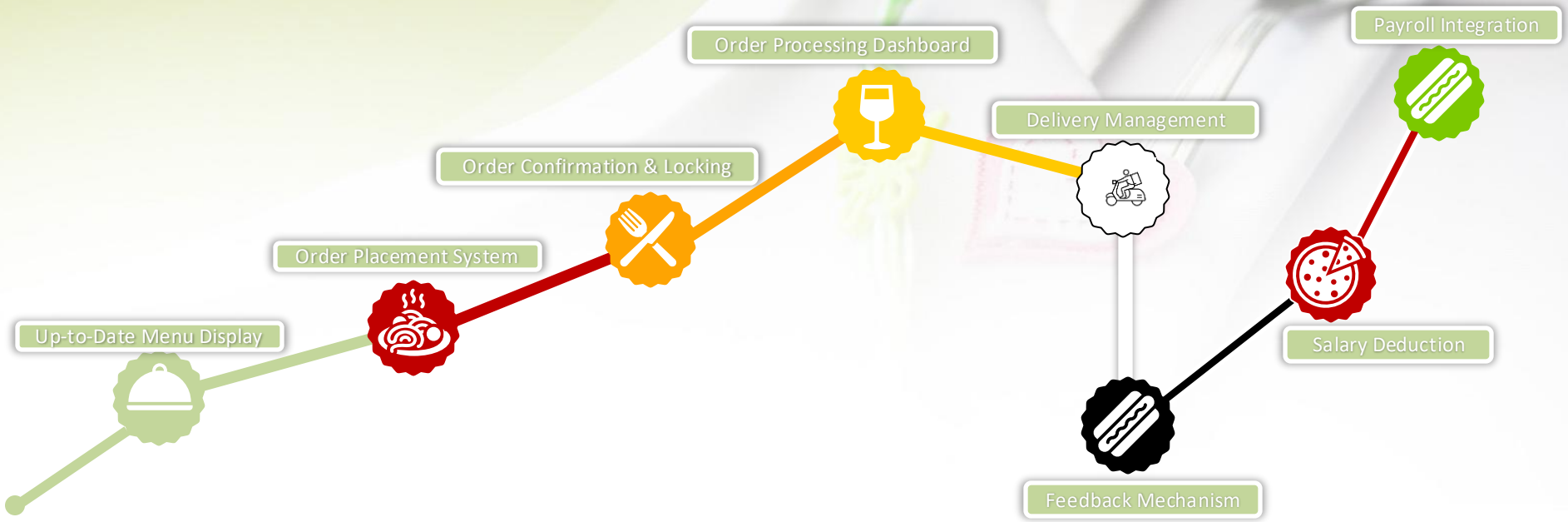
RACI Matrix

RACI Matrix

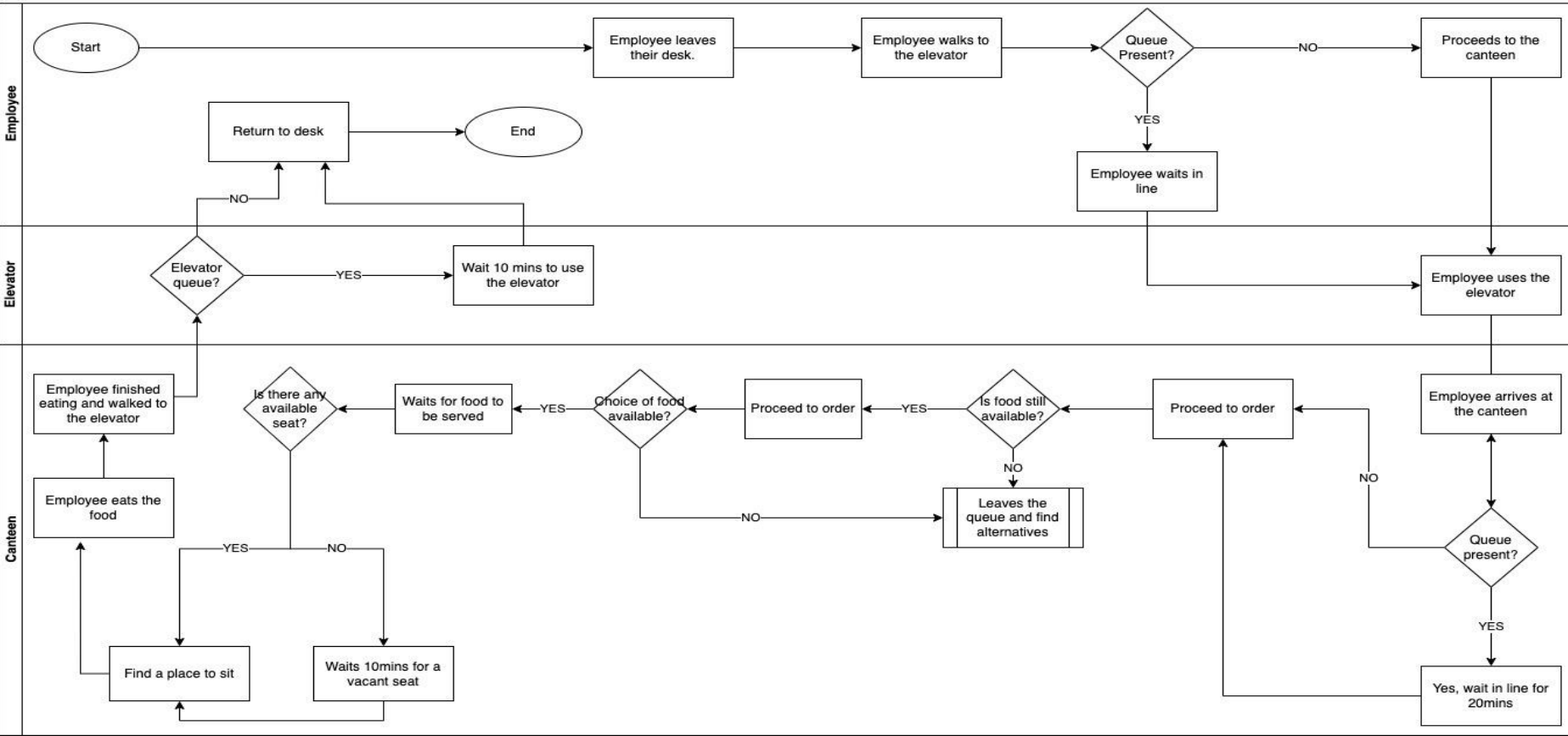
Project Tasks	Project Manager	SME	Developer	Business Analyst	Trainer	Tester	Chef	Canteen Staff	Payroll	User	CEO
Initiation Phase											
Define Problem	A	C		R					I	C	C
Analye Current Process	A	C		R			C	I	C & I	I	I
Planning Phase											
Requirement Gathering	A	C		R & A			C	C	C	C	I
Design New Canteen Ordering Process	A	I	C	R					I	I	I
Develop New Process	A		R	C		I		I		I	I
Execution Phase											
Test Canteen Ordering Process	A	I	C	C & A		R	I	I	I	R	I
Deploy Canteen Process	A	I	R	I	I		I	C	I	I	I
Train Users	A	I		C & A	R			I		I	I
Control Phase											
Feedback Collection	A	C	I	R				C		C	I
Close Phase											
Payroll Integration	A			C					R	I	
Monitoring & Optimization	A	C & I		R						I	I

Key Colours
Responsible
Accountable
Consulted
Informed
Consulted & Informed
Responsible & Accountable

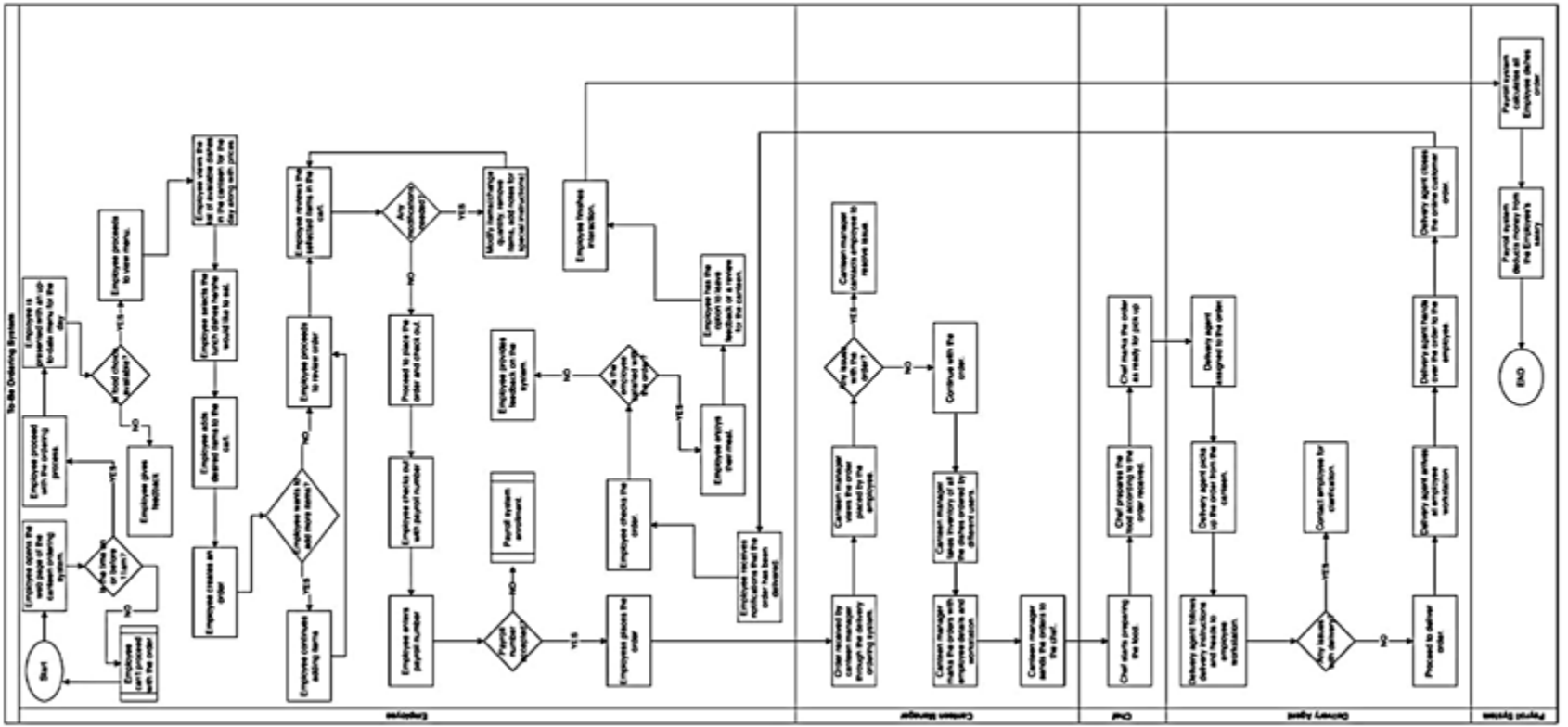
Main Featured To Be Developed



AS-IS Process Map



TO-BE Process Map



TO-BE Process Requirement to User-Stories

1. As an employee, I want to view the daily menu online, so that I can decide what to order.

2. As an employee, I want to place my lunch order by 11 am, so that I can ensure my meal is prepared on time

3. As an employee, I want to edit my order before checkout, so that I can change my mind if needed.

4. As an employee, I want my order to be locked after checkout, so that I know my order is final.

5. As a canteen manager, I want to view all placed orders, so that I can manage food preparation efficiently.

6. As a canteen manager, I want to request meal delivery, so that employees receive their meals at their desks.

7. As a delivery personnel, I want to mark orders as delivered, so that the system knows the delivery is complete.

8. As an employee, I want to provide feedback on the food and delivery, so that the canteen can improve services.

9. As an employee, I want my meal payments deducted from my salary, so that I don't have to worry about immediate payment.

10. As the payroll system, I want to calculate monthly meal costs, so that I can deduct the correct amount from employees' salaries.

TO-BE Process Requirement to User-Stories

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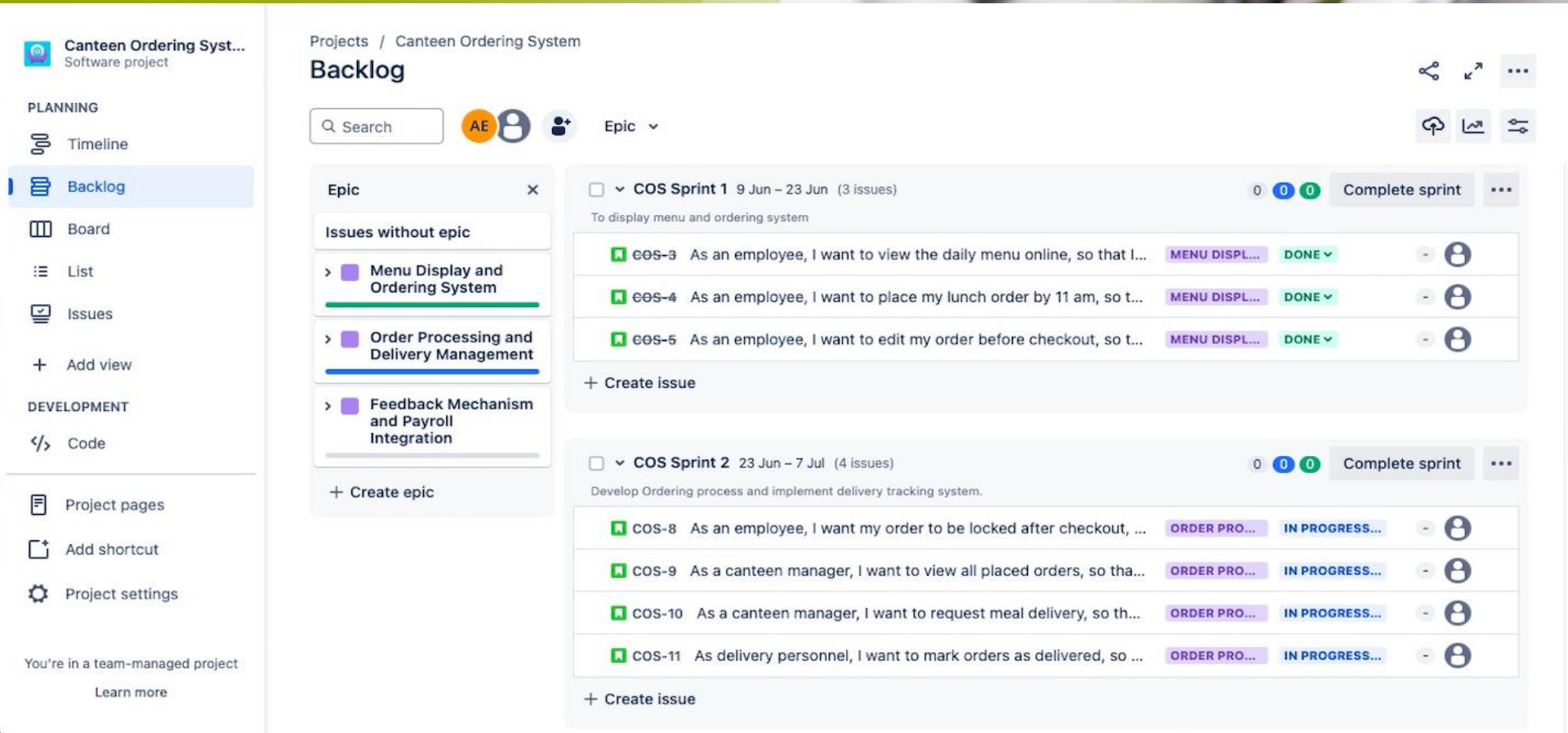

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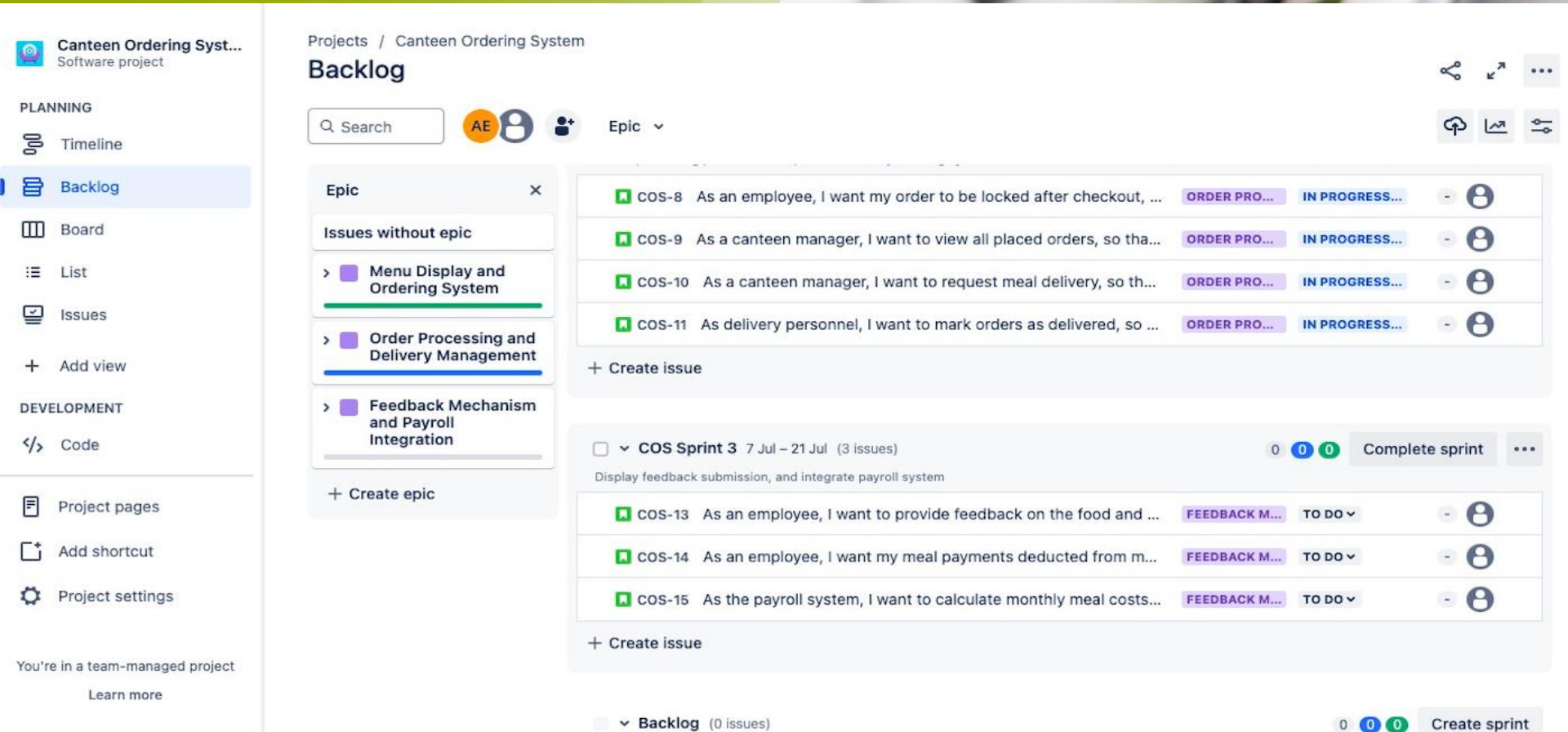

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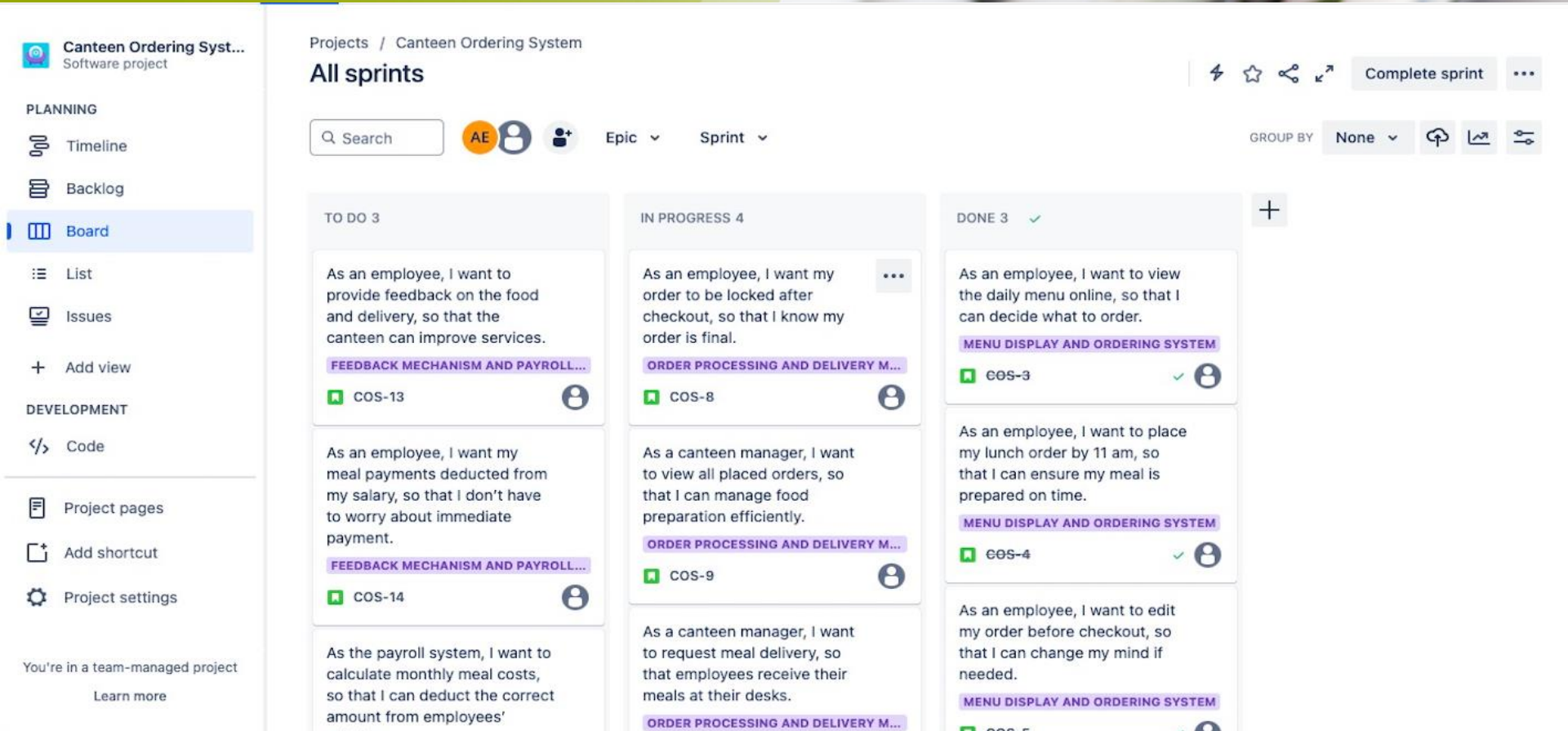

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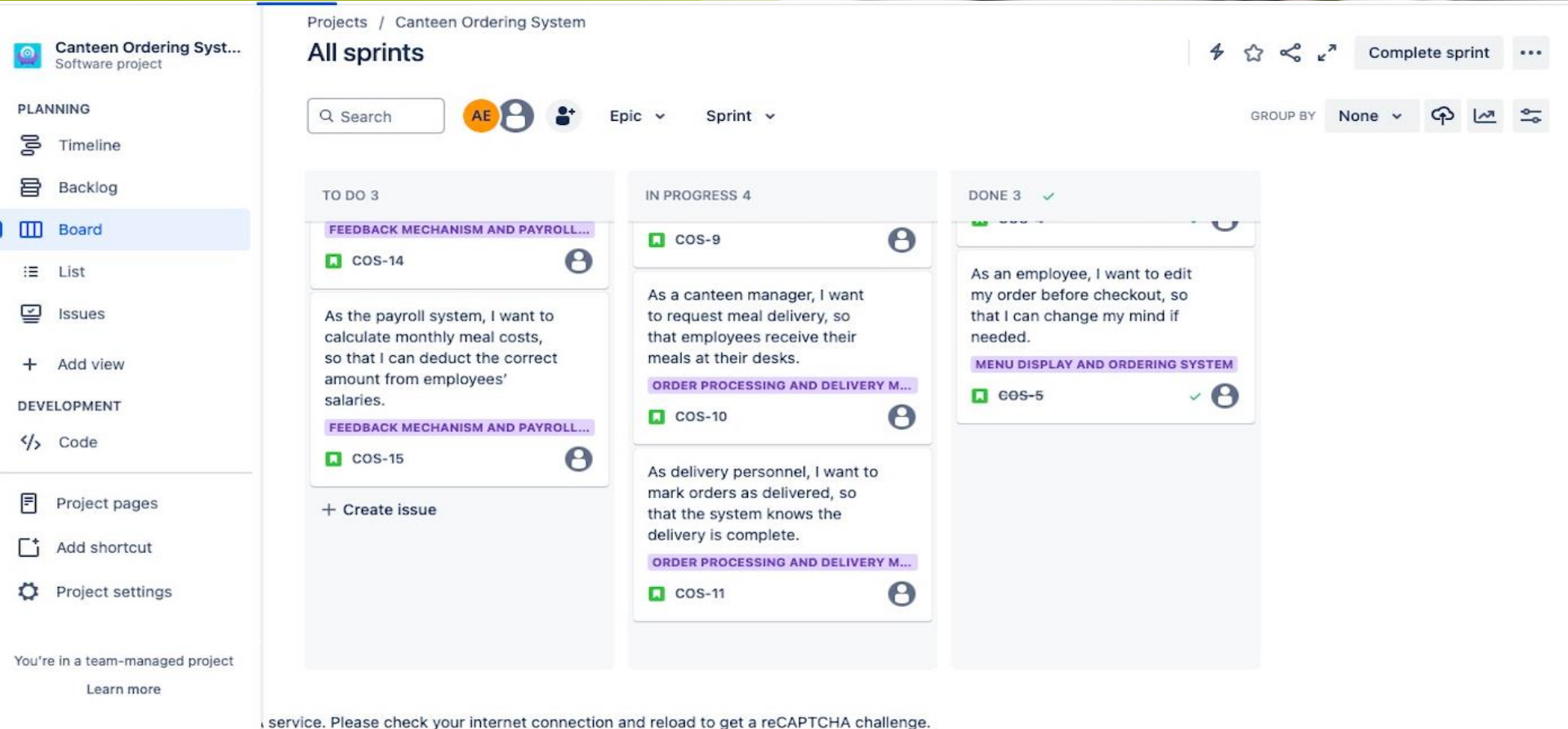

Conclusion

The Canteen Ordering System project enhances meal ordering, preparation, and delivery for employees and management. By using a phased approach and agile sprints, we ensure efficient development, thorough testing, and seamless deployment. Key benefits include streamlined operations, accurate payroll deductions, and continuous service improvement through user feedback. This project ultimately aims to boost efficiency, satisfaction, and cost management within the organization.


Thank You!