



Bella Italia

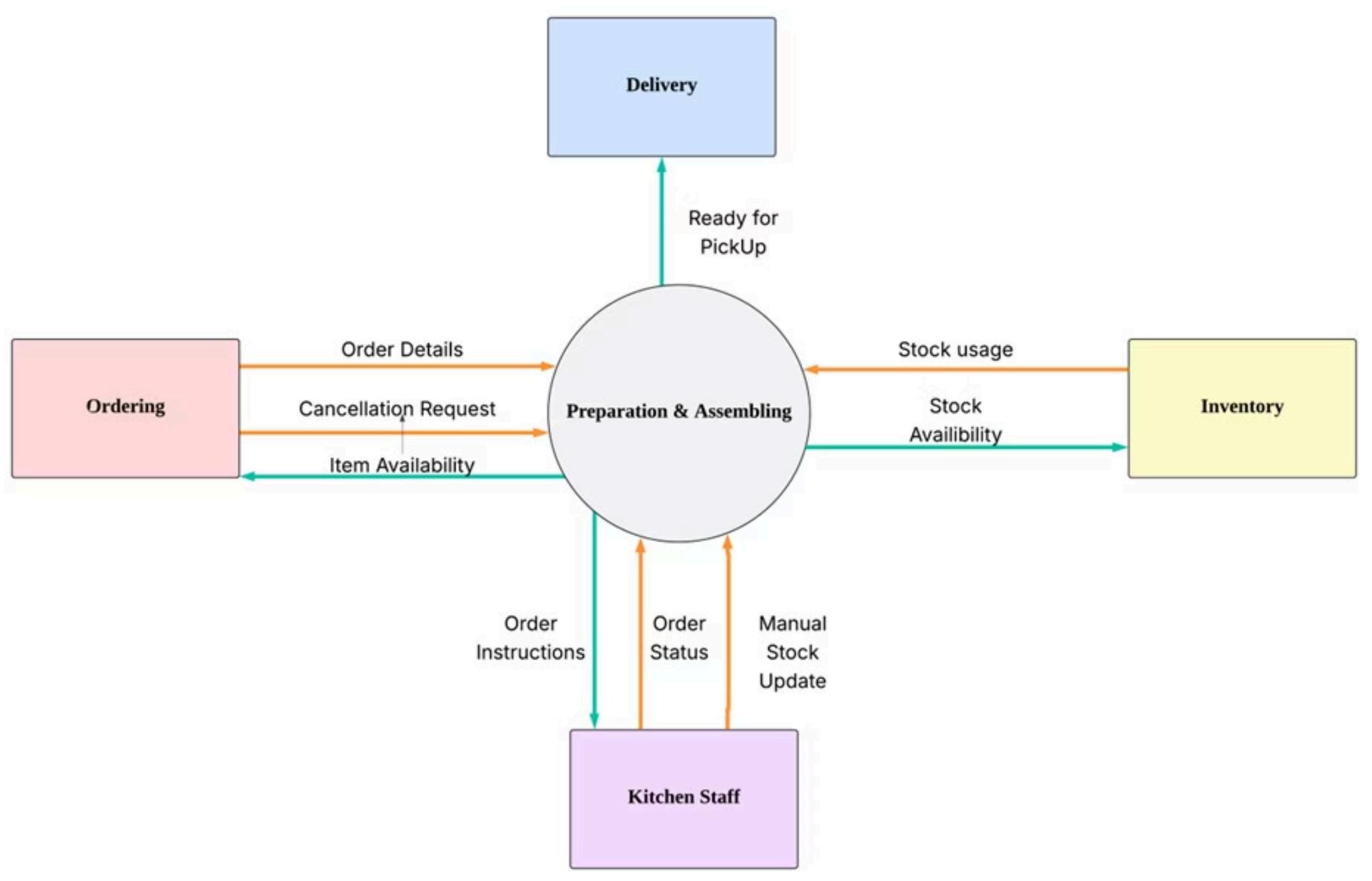
Preparation & Assembly Scope

Group IT-2B

What We Know

- Customer satisfaction is declining, with rising complaints about wrong orders, cold food, and long waiting times.
- The kitchen process uses a mix of digital screens and manual methods, causing confusion and mistakes.
- Some orders are not activated or shown correctly on the kitchen screen.
- Stock levels do not update properly after orders or cancellations.
- Website and ordering issues (outdated menu, missing items) create problems for the kitchen.
- Mistakes during preparation and assembly lead to incorrect orders being delivered.

Scope Diagram



Main Requirements

REQUIREMENT CATALOGUE ENTRY	
Requirement ID	R001
Priority	High
Functional Requirement	
FR001: The Kitchen Management System must handle all incoming orders (website, phone, and counter) into a single digital display queue , eliminating physical paper tickets and handwritten notes..	
Non-Functional Requirement	
NFR001: The Kitchen Management System shall maintain 99.9% uptime during operational hours (4 PM to 10:00 PM) to ensure uninterrupted order flow.	
NFR002: All of the orders (production List) need to be displayed on a monitor in the kitchen visible for the staff.	

REQUIREMENT CATALOGUE ENTRY	
Requirement ID	R002
Priority	High
Functional Requirement	
FR002: The system shall allow kitchen staff to manually toggle an Out-of-Stock status for specific menu items via the kitchen display, which immediately prevents that item from being ordered across all front-end channels.	
Non-Functional Requirement	
NFR003: The system Must update the Out-of-Stock status alerts with a maximum latency of 1 second across all linked channels.	

REQUIREMENT CATALOGUE ENTRY	
Requirement ID	R003
Priority	High
Functional Requirement	
FR003: The system shall provide real-time visual alerts on the kitchen display immediately upon the cancellation or modification of an active order to prevent food wastage.	
Non-Functional Requirement	
NFR004: The system Must update the cancellation or modification status alerts with a maximum latency of 1 second across all linked channels.	

REQUIREMENT CATALOGUE ENTRY	
Requirement ID	R004
Priority	Medium
Functional Requirement	
FR004: The system shall allow kitchen staff to update each order through three simple status stages on the kitchen display: “Waiting”, “In Preparation” and “Ready”. These statuses help staff quickly understand the progress of each order.	
Non-Functional Requirement	
NFR005: Any change to an order’s status must be visible on the kitchen display within 1 second , ensuring staff always have an up-to-date overview.	

REQUIREMENT CATALOGUE ENTRY

Requirement ID	R005
Priority	Medium

Functional Requirement

FR005: Once an order is fully prepared and assembled, the system shall automatically send a “Ready for Pickup” notification to the Delivery System to allow timely dispatch.

Non-Functional Requirement

NFR006i'm: The “Ready for Pickup” signal must be transmitted with a maximum latency of **2 seconds** to prevent delays in order dispatching.

Requirements



Thank you for your attention