



Canteen Ordering System – Unilever

A real-world solution built with empathy, data, and design

Who was it for?

Unilever UK's 1500+ employees who were facing long queues, wasted food, and reduced productivity during lunch hours.

Why it mattered

Time, food, and employee energy were being lost every day. This project aimed to make lunch efficient, structured, and time-saving – without adding complexity.

What I did

Mapped the current workflow (As-Is process)

Identified all stakeholders, including often-overlooked roles

Designed a new system workflow (To-Be process + wireframes)

Created UML diagrams: Use Case Diagram, Activity Diagram, and ER Diagram

Documented key business needs as functional and non-functional requirements

Created clear visuals to showcase how the system would function in real-life

Tools used

Draw.io, Excel, Balsamiq, MS Word, lucid chart, power point, Canva

What this system can do

Employees can pre-order meals before 11 AM

Menu is managed by canteen staff

Orders are delivered to desks

Feedback is collected for quality control

Payroll integration enables monthly deductions

My favorite part

Designing a solution that considered every user – from the hungry employee to the busy canteen manager. Real impact through thoughtful analysis.

Deliverables

Business Problem Statement, Stakeholder List, Scope Document, Use Case Diagram, Activity Flow, ER Diagram, Requirements Sheet, and Wireframes

Created by

Ankita Kala

Junior Business Analyst (Trainee)

Simplilearn Certification Project – July 2025