PROJECT CHARTER PLAN

RAMS E-CAF:
A WEB-BASED CAFETERIA MANAGEMENT SYSTEM
FOR THE
ASIA PACIFIC COLLEGE

ASIA PACIFIC COLLEGE CAFETERIA
HUMABON 3
MAKATI CITY, KALAKHANG MAYNILA

14/04/2023

PROJECT CHARTER

RAMS E-CAF

This Charter formally authorizes the Rams E-Caf Project to develop and implement a new online ordering and payment system for use in the Rams Café. A project plan will be developed and submitted to the Project Sponsor for approval. The project plan will include scope statement; schedule; cost estimate; budget; and provisions for scope, resource, schedule, communications, quality, risk, procurement, and stakeholder management as well as project control.

All resources will be assigned by the Project Sponsor, Miss Bernadette Sison, Staff at APC Center. The project team will consist of the Project Manager, one software developer, a user experience designer, and 2 quality assurance specialists. The Project Manager will be responsible for managing the project team and ensuring that the project plan is followed.

The scope of the project includes the development of a user-friendly online ordering and payment system that allows customers to place orders from their mobile devices or computers and pay online. The system will also provide real-time updates on order status and allow customers to provide feedback on their experience. This charter formally authorizes the Rams E-Caf Project to begin work and all stakeholders are expected to support the project and work together to ensure its success.

Business Need/Case

The business need/case for the project is primarily driven by organizational needs and customer requests. The APC cafeteria has been experiencing long wait times and crowded spaces, which has led to a decline in customer satisfaction and an inefficient use of manpower by the food concessionaires. In addition, with the implementation of social distancing guidelines due to COVID-19, the need for a solution that can aid in the facilitation of social distancing while still providing efficient meal delivery has become more pressing.

The intended effects of the business case are cost savings, process improvement, and customer satisfaction. By implementing an IT solution, the project can run the ordering and meal services smoothly, reducing wait times for customers to a minute or less and effectively managing the serving of orders. This would result in a more efficient use of manpower by the food concessionaires and a reduction in the stress experienced during peak hours. Furthermore, the solution can notify customers ahead of time on the concessionaires' menus per day or week, allowing them to make more informed choices and potentially increasing customer satisfaction.

Technological advance is also a factor driving the business need/case. With the increasing availability of web-based applications and online ordering systems, the implementation of an IT solution for the APC cafeteria is becoming more feasible and practical. Additionally, the solution can help the cafeteria keep up with the changing technological landscape, providing a more modern and convenient ordering experience for customers.

Another key factor driving the business need/case is the legal requirement for compliance with social distancing guidelines. The implementation of an IT solution can aid in the facilitation of social distancing guidelines set by the IATF. The project can also have ecological impacts by potentially reducing food waste and promoting sustainable practices in the cafeteria.

Overall, the logic for the business need/case is driven by a combination of organizational needs, customer requests. By addressing these factors, the project can have significant positive effects on cost savings, process improvement, and customer satisfaction, while also promoting sustainable and socially responsible practices in the cafeteria.

Business Objectives

The following are the business objectives of the project:

- To create an IT solution that enhances the ordering and meal delivery service in the APC cafeteria, reducing waiting times and aiding distancing.
- To improve the overall dining experience at APC by effectively managing the serving of orders and reducing customer waiting time to a minute or less.
- To notify customers ahead of time on the concessionaire's menus per week.
- To reduce the long queues in the cafeteria by 50%.
- To benefit both customers and food concessionaires by providing convenience, reducing over-crowding, and stress for food staff during peak hours.
- To comply with the social distancing guidelines set by the IATF.
- To promote sustainable and socially responsible practices in the cafeteria.

PROJECT MANAGER

Corneliani Jon Melo has been appointed as the Project Manager for the Rams E-Caf Project. In this role, he is accountable for managing all the project tasks, scheduling, and communication pertaining to the project. He leads a team of 1 programmer, 2 for the documentation, and 2 security specialists who are matrix support from the IT department. Mr. Melo is responsible for approving all budget expenditures withing the allocated budget amounts. However, any

additional funding required must be requested through the Project Sponsor which is the Asia Pacific College. Melo is responsible for communicating with the Project Sponsor to provide the updates of the project whenever there is any.

SUMMARY MILESTONE SCHEDULE

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

Summary Milestone Schedule – List key project milestones relative to project start.	
Project Milestone	**Target Date (mm/dd/yyyy)**
• Project Start	04/06/2022
• Complete Solution Design	12/21/2023
• Acquire Hardware and Software	08/14/2023
• Complete Solution Simulation with New Hardware/Software	08/14/2023
• Complete Solution Simulation and Testing	02/24/2023
• Deploy Solution	10/01/2023
• Project Complete	10/02/2023

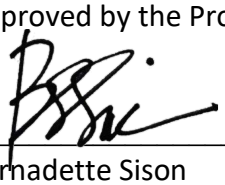
SUMMARY BUDGET

The following table contains an assumption summary budget based on the planned cost components and estimated costs required for successful completion of the project.

Summary Budget – List component project costs	
Project Component	**Component Cost**
• Hardware (Microsoft Surface Pro 3, 8GB Intel Core i5-4300U)	₱32,354.00~
• Amazon Website Hosting	₱894.9 per month~
• Payment Gateway	₱0.00 (Registration fee) & 2.5% per transaction fee (GCash)
Total	₱33,248.9

SPONSOR ACCEPTANCE

Approved by the Project Sponsor:



Date: 2 May 2023

Bernadette Sison
Staff at APC Center