➢ **Section:3**

➢ **Programme**: **Developing Quality Application [8061]**

➢ **Project Proposal Document for**

Restaurant Management System [RMS]

➢ **Date:** **22nd May 2024**

➢ **Team Members And Student Ids**

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1. Project Background and Description

This project **Restaurant Management System [RMS]** creates the software application which provide user friendly experience for ordering food online by customer and getting that ordered delivered successfully by various restaurants. Our team which is defined under (team members and student ids) section wants to make digital platform where different restaurants handle orders, food-deliveries, and customer relations through our website.

2. Problem Statement

The focus of RMS is to resolve the difficulties which can be occur during online food ordering process. sometimes, customers can not satisfy because of internet order processing due to delays or mistakes in order etc. We want to improve overall operational efficiency for restaurants by streamlining these procedures and optimizing delivery routes.

3. Project Scope

The scope of the RMS project involves the development of software application that provide facility of online food ordering, delivery management and customer engagement with various restaurants. Important features of the system include:

In scope:

- **Customers/Restaurants:**

- User-friendly experience for online food-orders and track those orders' deliveries.
- Customers/Restaurants can register/login in system.
- Customer can search different food items from different restaurants.
- Order processing integration with POS [point of sale] system of various restaurants.
- Customer can track their orders and receive status of their order deliveries.
- A system of ratings and reviews from customers for restaurants, about food-items.
- Restaurants can see the customers' list and food-orders' list.
- Restaurants can add, update, remove products from their menu.
- Third party involvement for payment process for both customer and restaurant.

- **Admin:**

- Admin can add/remove restaurants.
- Admin can approve/disapprove restaurants.
- Admin can promote restaurants.

Out Of scope:

- Food preparation and cooking procedures.
- Logistics of physical delivery (e.g., vehicle tracking)

4. High-Level Requirements

The RMS needs to meet following general requirements:

- Mobile and online interfaces that are easy to use for customers, restaurants, and delivery drivers.
- Customer feedback and rating system to maintain service quality.
- Secure payment processing and financial reporting for restaurant owners.
- Every user can use RMS without downloading specific software.

5. Acceptance Criteria

The Following are the requirements which must be fulfilled.

- **Customers/Restaurants:**

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- Customers/Restaurants can register/login in system.
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6. Material, Tools Required

- Programming languages: C#
- Integrated Development Environment (IDE): Visual Studio 2022
- Database management system: SQL Server Management Studio 20

- Mobile and web development frameworks: WPF (Windows Form Application)

- Defect tracking software: Jira

7. References Used

N/A