Scope Definition Document for Boopas Bagel Deli

Project: Creation and Maintenance of Business Documentation

# Project Overview

* The project aims to create and maintain comprehensive and updated documentation of the business operations, resources, and processes involved in running Boopas Bagel Deli, a bagel shop and wholesale business located in Fort Worth, Texas.
* The project will cover the end-to-end aspects of the business, from ordering and receiving ingredients and supplies, to producing and selling bagels and sandwiches, to delivering wholesale orders to local customers.
* The project will also include the development and implementation of best practices for maintaining and updating the documentation, as well as training the staff on how to use and follow the documentation.

# Project Goals

* The main goal of the project is to gain visibility of the resources and processes involved in running the bagel shop, and to ensure that the staff and the owner have clear and consistent information and guidance on how to perform their tasks and responsibilities.
* Another goal of the project is to improve the efficiency and effectiveness of the business operations, by reducing waste, optimizing resource allocation, streamlining workflows, and enhancing customer service and satisfaction.
* A further goal of the project is to support the growth and expansion of the business, by enabling the owner to spend more time with the family and less time on managing the daily operations, and by facilitating the strategic plan to disrupt the local market with the wholesale service.

# Project Objectives

* The project objectives are the specific and measurable outcomes that the project will deliver, based on the SMART criteria (Specific, Measurable, Achievable, Relevant, and Time-bound).
* The project objectives are as follows:
* By the end of the project, create a complete and accurate documentation of the business operations, resources, and processes, covering the following areas: ordering, receiving, inventory, production, service, sales, wholesale, and customer scheduling.
* By the end of the project, develop and implement a system and a schedule for maintaining and updating the documentation, ensuring that the documentation reflects the current and future state of the business.
* By the end of the project, train the staff on how to use and follow the documentation, and monitor and evaluate their compliance and performance.
* By the end of the project, measure and report the impact of the documentation on the business performance, using key indicators such as waste reduction, resource utilization, workflow efficiency, customer satisfaction, and revenue growth.