Project Charter: Tablet Rollout for Restaurant Operations

1. Executive Summary:

This project charter outlines the scope, objectives, benefits, costs, resources, and timeline for the implementation of a tablet rollout at the restaurant to streamline operations and improve efficiency. The primary focus of this project is to reduce food waste and enhance kitchen staff performance. Additionally, it aims to explore the possibility of improving employee satisfaction. This charter has been developed after a series of discussions with stakeholders to address their concerns and align expectations.

2. Problem Statement:

The biggest problem the project aims to solve is the high food waste and inefficiencies caused by order returns due to error. This leads to increased pressure on the kitchen staff and impacts their performance metrics.

3. Project Objectives:

The defined objectives for this project are:

Implement a tablet-based system to reduce order errors and minimize food waste.

Enhance kitchen staff performance by reducing the number of returned orders and optimizing food preparation.

Explore possibilities to measure and improve employee satisfaction.

4. Project Success Criteria:

The project will be considered successful and completed when the following criteria are met:

Food waste is reduced by a specific percentage, measured by comparing pre-implementation and post-implementation data.

Kitchen staff performance metrics improve, leading to a decrease in the time taken to prepare orders.

If possible, a method is identified and implemented to measure employee satisfaction, with a defined target level.

5. Scope and Exclusion:

In Scope:

Procurement and installation of tablet hardware and software at all restaurant locations.

Customization of the tablets to align with the restaurant's processes and menu.

Training of staff to use the tablet system effectively.

Implementation of the updated website and menu design.

Revision of food waste reduction goal to include kitchen staff performance metrics.

Exclusion:

Policy changes regarding order returns due to error will be addressed separately from this project.

6. Benefits and Costs:

Benefits:

Reduced food waste, leading to cost savings and a positive environmental impact.

Improved kitchen staff performance and satisfaction.

Streamlined operations and enhanced guest experience.

Costs:

Training material and fee - $10,000

Hardware and software implementation across all locations - $30,000

Maintenance (IT fees) - $5,000

Updated website and menu design fee - $5,000

Other customization fee - $550

7. Timeline and Resources:

The estimated timeline for the project is as follows:

Training and preparation: 2 weeks

Hardware and software implementation: 4 weeks

Customization and testing: 3 weeks

Training of staff: 1 week

Website and menu design update: 2 weeks

Key Resources:

Project Manager (Peta)

Director of Operations (Deanna)

Executive Chef (Carter)

General Managers (Gilly and Alex)

IT Support

External vendors for hardware, software, and customization

8. Project Outcomes:

The expected outcomes of this project are:

Reduction in food waste by a specific percentage.

Improved kitchen staff performance metrics.

If feasible, a method to measure and address employee satisfaction.

9. Indirect or Long-term Impact:

The successful implementation of the tablet rollout is expected to have several indirect and long-term impacts:

Enhanced operational efficiency and cost savings due to reduced food waste.

Increased guest satisfaction through accurate and timely order fulfillment.

Improved staff morale and retention, leading to reduced employee turnover.

10. Audience or Beneficiary:

The primary beneficiaries of this project are:

Restaurant Management: Improved operations and reduced food waste.

Kitchen Staff: Enhanced performance metrics and a more efficient working environment.

Guests: Improved accuracy and faster service, leading to a better dining experience.