INTERNATION INSTITUTE OF PROFESSIONAL STUDIES, DAVV

SYSTEM ANALYSIS AD DESIGN

PROJECT REPORT-

**Software Project Management Plan[SPMP]**

**Online Food Ordering System**

**SUBMITTED BY-**

DRAKSHI CHOPRA

**IT-2K19-16**

MTECH V Sem

**SUBMITTED TO-**

Dr. SHALIGRAM PRAJAPAT

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**INTRODUCTION**

Online Food Ordering System is a part of e-commerce. E-commerce or business through net means distributing, buying, selling, marketing, and servicing of products or services over electronic systems such as the Internet and other computer networks. Thus if we own a restaurant we need to upload menu online to attract potential customers.

The online food ordering system gives restaurants the ability to increase sales and expand their business by giving customers the facility to order food online. With an online restaurant menu ordering system, customers can place orders online 24 \*7.

Thus it is a simple, fast and convenient food ordering system giving an edge over the competition at an affordable price.

Internet has seen a tremendous growth in terms of coverage and awareness. So giving the business an online presence has become very crucial and important. With [Online Ordering System], we can set up we restaurant menu online and the customers can easily place order with a simple mouse click. Also with a food menu online we can easily track the orders, maintain customer's database and improve the food delivery service.

We can receive order through e-mails/ fax or directly view on internet. The restaurants’ can even customize online restaurant menu and upload images easily. Having restaurant menu on internet, potential customers can easily access it and place order at their convenience.

* 1. **OBJECTIVES**

An online food ordering system is a web-based application that stimulates the foodies (customers) to put food orders through internet by locating their favorite restaurant or nearest one. This application is based on the asp.net platform .

The main objective of this project is to develop an application which gives provision to the restaurant owners to flourish their business by uploading menus at no cost and will invariably lead to higher customer retention and acquisition rates.

* 1. **FEATURES**

● Online menus (original and searchable format)

● Provision of restaurant owners to register themselves with their menu.

● Easy lookup of restaurants in your area

● Check Ratings and Review the restaurants

● Simple, fast and convenient ordering of food

● Availability of the menu online 24\*7\*365 – no need to recite the complete menu over the phone. An online menu is ready to be viewed and printed by people worldwide.

● Accurate – no more spelling out the dishes’ names.

● Menu with the actual pictures of the product thereby adding to the uniqueness of your online presence.

● Prior knowledge of time for delivery helps prepare and provide better service.

● Provides base for online promotions, electronic coupons and gift certificates without needing the costly conventional media

. ● Receive direct customer feedback and suggestions

. ● Keep the customers informed.

* 1. **BACKGROUND AND RELATED WORK**

This Case study looks at the problem of setting up a fast food restaurant. In existing system there are few

problems:

• For placing any orders customers have to visit hotels or restaurants to know about food items and

then place order and pay. In this method time and manual work is required.

• While placing an order over the phone, customer lacks the physical copy of the menu item, lack of

visual confirmation that the order was placed correctly.

• Every restaurant needs certain employees to take the order over phone or in-person, to offer a rich

dining experience and process the payment. In today’s market, labor rates are increasing day by

day making it difficult to find employees when needed.

Hence, to solve this issue, what I propose is an “Online Food Order System, originally designed

for small scale business like College Cafeterias, Fast Food restaurant or Take-Out, but this system is just as

applicable in any food delivery industry.

The main advantage of my system is that it greatly simplifies the ordering process for both the

customer and the restaurant and also greatly lightens the load on the restaurant’s end, as the entire process

of taking orders is automated.

Anticipated Benefits are:

1. This will minimize the number of employees at the back of the counter.

2. The system will help to reduce labor cost involved.

3. The system will be less probable to make mistake, since it’s a machine.

4. This will avoid long queues at the counter due to the speed of execution and number of

optimum screens to accommodate the maximum throughput

**SYSTEM ANALYSIS**

**2.1 Web Ordering System Module**

This module provides the functionality for customers to place their order and supply necessary details.

Users of the system, namely restaurant customers, must be provided the following functionality:

• Create an account.

• Manage their account.

• Log in to the system.

• Navigate the restaurant’s menu.

• Select an item from the menu.

• Add an item to their current order.

• Review their current order.

• Remove an item/remove all items from their current order.

• Provide payment details.

• Place an order.

• Receive confirmation in the form of an order number.

• View order placed. Additional Feature:

• eClub- Allows user to subscribe to eClub to get promotional deals and discounts offers.

Out of all the functions outlined above, Account Creation and Management only will be used every time a customer places an order. This will allow to simplify the overall user experience.

**2.2 Menu Management System Module**

This module provides functionality for the power user-Administrator only. It will not be available to any other users of the system like Restaurant Employees or Customers. Using a graphical interface, it will allow an Admin to manage the menu that is displayed to users of the web ordering system:

• Add/update/delete food category to/from the menu.

• Add /update/delete food item to/from the menu.

• Update price for a given food item.

• Update additional information (description, photo, etc.) for a given food item.

Before customers can actually use this system, functionality provided by this component will have to be configured first.

Once the initial configuration is done, this will be the least likely used component as menu updates are mostly seasonal and do not occur frequently

**2.3 Order Retrieval System Module**

This is the most simplest module out of all 3 modules.

It is designed to be used only by restaurant employees, and provides the following functions:

• Retrieve new orders from the database.

• Display the orders in an easily readable, graphical way.

**PROPOSED SYSTEM ANALYSIS**

**FUTURE WORK**

The following section describes the work that will be implemented with future releases of the software.

• Customize orders: Allow customers to customize food orders

• Enhance User Interface by adding more user interactive features. Provide Deals and promotional Offer details to home page. Provide Recipes of the Week/Day to Home Page

• Payment Options: Add different payment options such as PayPal, Cash, Gift Cards etc. Allow to save payment details for future use.

• Allow to process an order as a Guest

• Delivery Options: Add delivery option

• Order Process Estimate: Provide customer a visual graphical order status bar

• Order Status: Show only Active orders to Restaurant Employees.

• Order Ready notification: Send an Order Ready notification to the customer

• Restaurant Locator: Allow to find and choose a nearby restaurant

• Integrate with In store touch screen devices like iPad

**FEASIBLITY STUDY**

At the present moment, the system is entirely functional, save the few minor bugs which are bound to present themselves during more extensive testing. A user is currently able to register and log in to the website and place an order. That order is then displayed, correctly and completely, in the order retrieval desktop application. Much of what is left to do focuses not on improving functionality, but rather on improving user experience by creating richer graphical interfaces for the user to interact with and modifying the application’s icons and color schemes to make them more pleasing to look at and use. For this reason, I feel that completing the project in the required timeframe is very feasible

In addition to time, a second factor influencing feasibility is resources, which also should not be a concern here. The online ordering system is structured like a fairly standard web application, and as such requires no special hardware and only basic software, namely web and database servers, to function properly. Therefore, I anticipate finishing all of the required work on time or, ideally, ahead of schedule, leaving me with time to investigate a few additional features I would like to add but are not integral to the system.

**SYSTEM RISK ANALYSIS**

1. Perception of risk Any attempt to manage risk begs the question: 'What is risk?' The dominant conception views risk as 'the chance of injury, damage, or loss' (Webster, 1983). The probabilities and consequences of adverse events are assumed to be produced by physical and natural processes in ways that can be objectively quantified by risk assessment.
2. Producer´s and consumer´s risk Food producers and wholesalers/retailers´ efforts are focused on earning money by selling their products, primarily
3. Management measures to reduce risks throughout the food chain Optimization of food control measures in terms of efficiency, effectiveness, technological feasibility and practicality at selected points throughout the food chain is the generalized goal of food businesses.
4. In the food safety field, the performance of Microbiological Risk Assessment (MRA) methodology has been developed as a standardized approach to integrate and evaluate information from diverse sources concerning the origin and fate of pathogens in the food chain and to determine the magnitude of public health risks.
5. General principles for conducting MRA The principles and guidelines for the conduct of MRA are described in Codex Alimentarius (Codex Alimentarius Commission [CAC], 1999). A formal MRA consists of four steps:
6. Hazard identification;
7. Hazard characterization;
8. Exposure assessment; and
9. Risk characterization.

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