Canteen ordering system for unilever.

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For simplilearn (Masters programm)

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Company Introduction.

Unilever is a British-Dutch MNC FMCG company, headquartered in London, England. Unilever is one of the oldest FMCG companies, and its products are available in around 190 countries. In its UK offices.
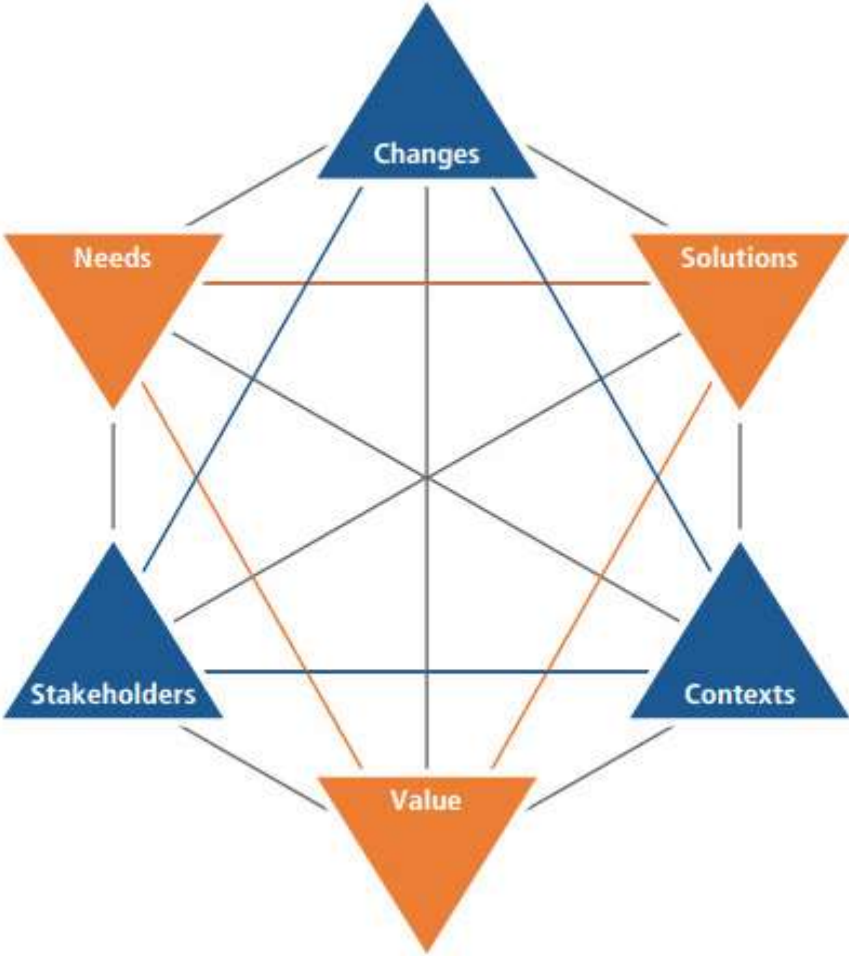
Background.

In Unilever,s UK offices, Unilever had around 1500 employees which were spread across 12 floors. They had 2 canteens to cater to these 1500 employees. Each canteen could seat around 150 employees at a time.

Most employees would prefer to take their lunch between 12 noon to 1 pm. This led to a huge rush in the canteen during lunch hours resulting in employees wasting a lot of time waiting for tables to be vacant.

Management calculated that it took around 60 minutes for employees to go and come back from lunch. Almost 30-35 minutes were wasted in waiting in a queue to collect their food and get a table to sit and eat. However, the time spent eating was barely 10-15 minutes. The remaining 10 minutes were spent reaching and coming back from the canteen using the elevators.

Employees don't always get their choice of food they want because the canteen runs out of certain items. The canteen wastes a significant quantity of food by throwing away what is not purchased.

Many employees have requested a system that would permit a canteen user to order meals online, to be delivered to their work location at a specified time and date.

BUSINESS ANALYSIS CORE CONCEPT MODEL(BACCM)

BUSINESS ANALYSIS CORE CONCEPT MODEL FOR CANTEEN ORDERING SYSTEM.

CORE CONCEPT	
NEED	- Most of the employees lunch hours was similar. - Lot of time was wasted standing in the queues - Employees don't always get their choice of food - canteen wastes a significant quantity of food by throwing away what is not purchased.
SOLUTION	- A canteen ordering system is required to support a volume of 1500 employees ordering. The web pages should be light and render fast. - Canteen ordering system should be made in java so that even if there is a change it can easily done.
CHANGE	The existing system needs to be changed as the manual ordering system is time consumable and employee cannot have their own choice food.
CONTEXT	- The organisation has 1500 employee managing at a time is difficult for the canteen. - No payment gateway - Orders can placed through smartphones and web by easy interface.

VALUE	• considerable time to those employees who use the service. • It would increase the chance of them getting the food items they prefer. • This would improve both their quality of work life and their productivity. • The food wastage will be reduced. • This will reduce the cost.
STAKEHOLDERS	• Unilever employee • Suppliers • Canteen employee • Business Analyst • Project Manager • Domain SME- • Implementation SME- IT department head • Tester • Operation SME

Requirement qualification schema

Business requirements -Reduce canteen food wastage by a minimum of 30% within 6 months following first release. Value of food thrown away each month by examining the canteen inventory Must plan for: Less than 15%.
- Reduce canteen operating costs by 15% within 12 months.
- Increase average effective work time by 30 minutes per employee per day, within 3 months.
- By making the ordering process automated and by delivering the food to the user's workstation, the canteen will be able to operate with lesser manpower.

Stakeholders requirement- an online system which would help employee to see menu, order food from there work place, and get it deliver at there working desk.
- The canteen manager also known as order processor should be able to view the orders placed by the employees. He shall take an inventory of all the dishes ordered by different users and get them cooked by the chef.
- If a customer does not like any food item or is not happy with the delivery system by the canteen, they should be able to submit feedback.

Solution requirement – (functional requirement)

- The lunch order can be placed by employees latest by 11 am.
- Should be able to edit the items they want to order anytime before checking out.
- Once the order is confirmed and the user has checked out, they should **NOT** be able to cancel or edit the order.
- If a customer does not like any food item or is not happy with the delivery system by the canteen, they should be able to submit feedback.
- No payment gateway.
- The payroll system shall deduct money from the employee's salary.
- Should be done in JAVA

(non functional requirement)

- The user should be able to use the web page on laptop, desktop, mobile.
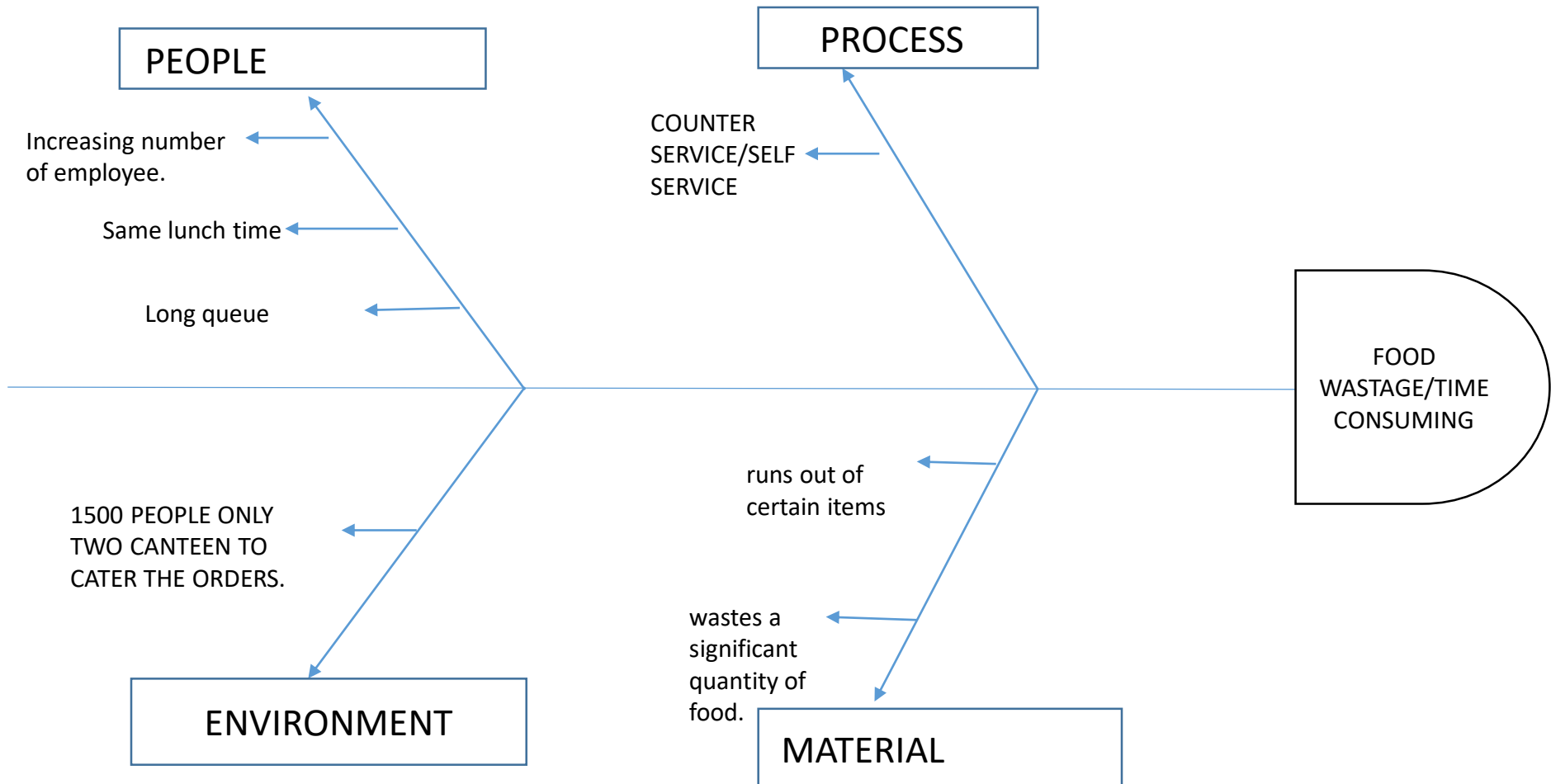- The payroll system shall deduct money from the employee's salary.

(Transition requirement)

- Train the users to use the system.
- Motivate more users by offering food schemes.
- Provide training to the canteen staffs for smooth transition.

RACI MODEL UNDER THE PROJECT

Stakeholders	RACI
Business analyst	R
Project manager	A
Domain SME	C
Head Chef	C
Canteen manager	C
Delivery boy	C
Menu manager	C
Accounts department Head/ HR Head	I
Inventory suppliers	I
Regulators	I
Sponsor	A

Fish-bone diagram

PEOPLE

Increasing number of employee.

Same lunch time

Long queue

1500 PEOPLE ONLY TWO CANTEEN TO CATER THE ORDERS.

ENVIRONMENT

PROCESS

COUNTER SERVICE/SELF SERVICE

runs out of certain items

wastes a significant quantity of food.

MATERIAL

FOOD WASTAGE/TIME CONSUMING

CURRENT STATE OF CANTEEN.
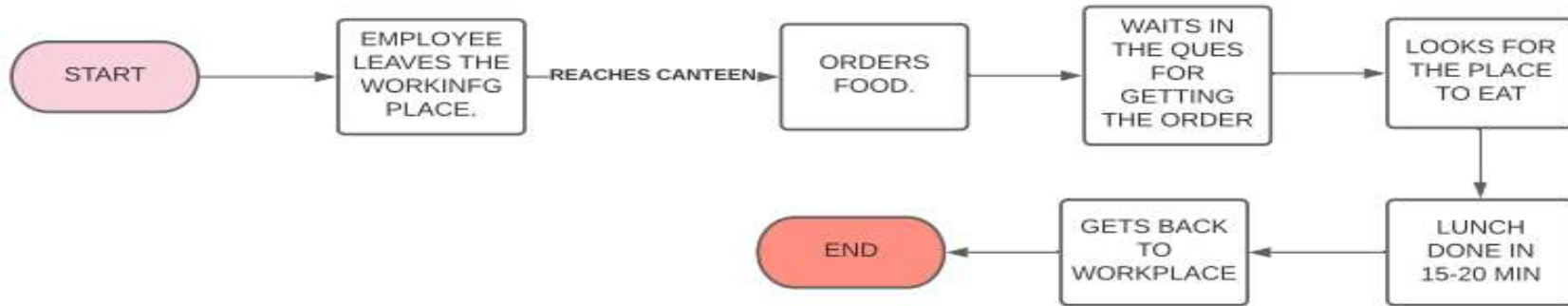
FUTURE STATE OF CANTEEN.

Context diagram

canteen management

payroll team

food menu

order confirmation.

employee order bill

monthly payroll summury

CANTEEN ORDERING SYSTEM.

food order.

provide menu.

delivery confirmation

delivery details

unilever employee
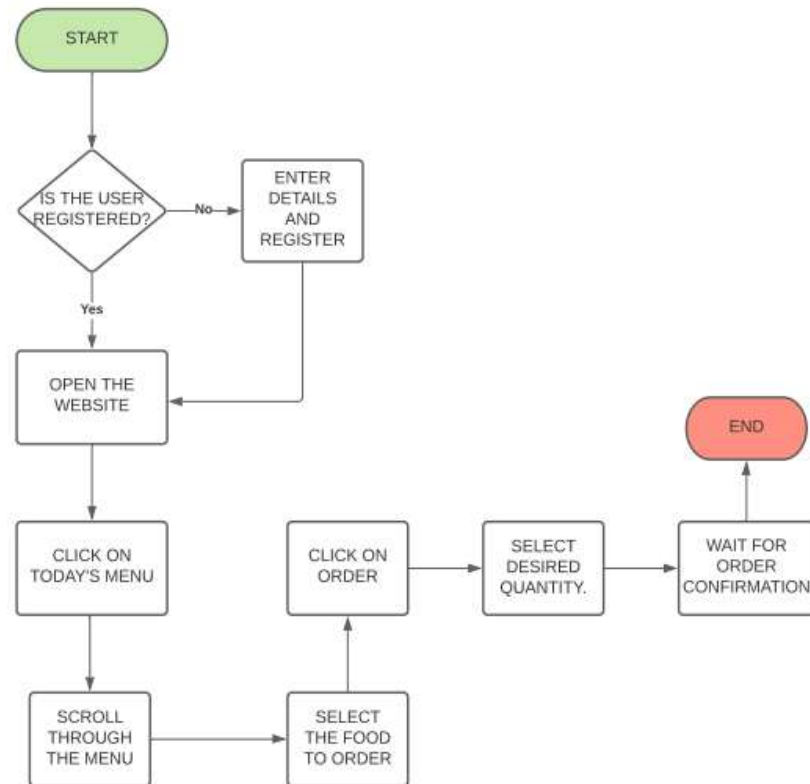
canteen delivery system.
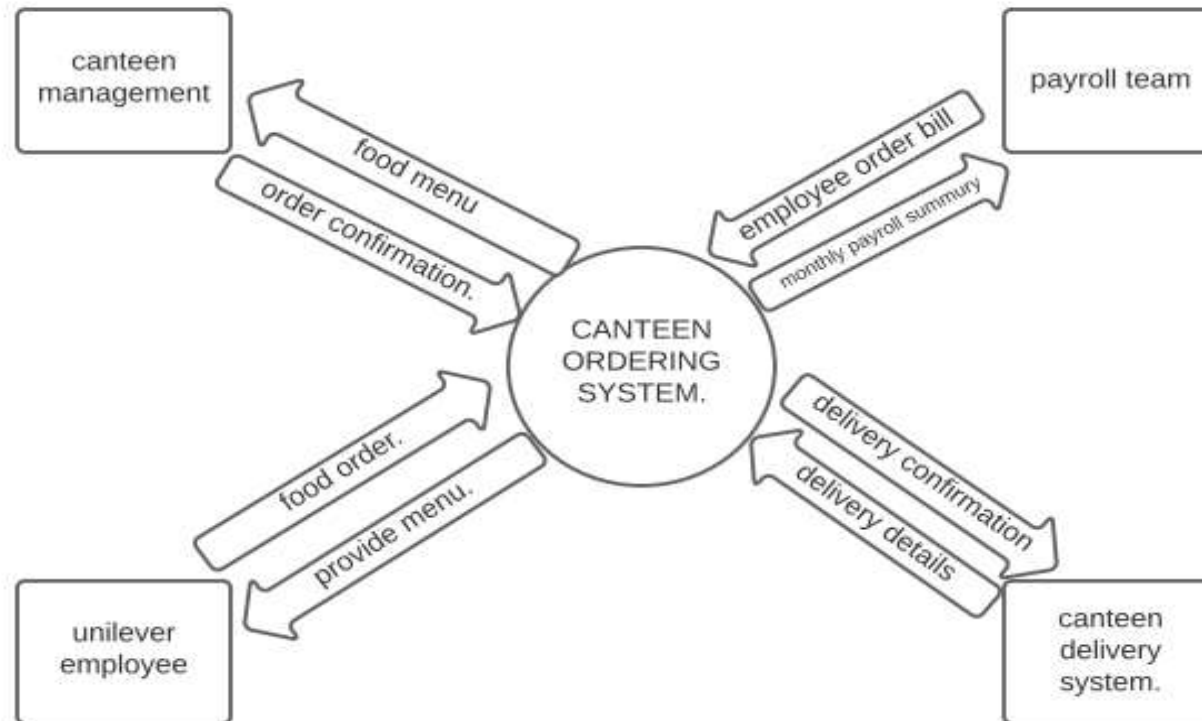
Knowledge area used in the project.

Business Analysis Planning and Monitoring.	- Plan business Analysis Approach - Plan Stakeholders Engagement - Plan business Analysis information Management
Elicitation and collaboration	- Prepare for Elicitation. - Conduct Elicitation - Confirm Elicitation - Communicate Business Analysis Information - Manage Stakeholder Collaboration
Requirement Life Cycle Management	- Trace Requirements - Maintain Requirements - Prioritize Requirements - Access Requirement changes - Approve Requirements

Strategy Analysis	•Analyze Current State •Define Future State •Access Risks •Define Change Strategy
Requirements Analysis and Design Definition	•Specify and Model Requirements •Verify Requirements •Validate Requirements •Define Requirement Architecture •Define Design Options •Analyze Potential Value and Recommend Solution
Solutiion Evaluation	•Measure Solutiion Performance •Analyze Performance Measures •Access Solution Limitations •Assess Enterprise Limitations •Recommend Actions to Increase solution value

In-scope & out of scope requirement for the software

| In-scope requirement	
1	Employee will access Canteen Ordering System main page via URL
2	The web page should have list of all the dishes available in the canteen for the day along with its prices.
3	To order, employee will have to log in with User selected ID and Password
4	If employee has not set up a profile, 'Initial Registration' sup-application will launch
5	Place order button in the web page will be active until 11:00AM - Message 'Ordering Time Expired' will appear in Main Page - All customer logins will be blocked until menu is updated
6	System will perform security check against saved Password from initial registration or updated Password
7	If Password is Forgotten, system will initialize 'Reset Password' Routine - (see Initial Registration for detailed requirements)
8	When reaching main page, User will select items from Daily Menu
9	Menu will be separated into 'Snacks', 'Main Dishes', 'Drinks', 'Desserts'
10	Menu will have Photograph, Description and Price for each menu
11	Each item will have 'Like' icon next to the price
12	User will click on 'Like' Icon for each item selected and message 'Item in Tray' will appear

Check-out	
13)	Main page will have Shopping Cart Icon on Upper right corner to Check-Out
14)	Shopping Cart will display a list of all item selected by the user along with activated 'Like' icon
15)	User will be able to click activated 'Like' icon to deactivate it and remove any item from tray
16)	Message 'Item Removed from Tray' will appear
17)	User will have the ability to 'Continue Shopping' or 'Confirm Order'
18)	If 'Confirm Order' is pressed, message will appear that Customer will **<u>not</u>** be able to make changes or Cancel the order
19)	Canteen will include applicable sales tax and display window with the list of items and Total and total amount due to customer

Initial Registration	
1	First-time Customers will need to create a profile in the system
2	Customer will enter Employee ID, First Name, Last Name, Work Phone, Cell Phone (optional), work-email
3	System will require customer create a unique password with standard rules - (1 or more Capital letter, 1 or more lower case letters, 1 or more number [0-90] and 1 non-alphanumeric character). Password should not be longer than 12 characters
4	If customer forgets the password, initial page should have 'Forgot Password' link that will send an automated email to reset the password. Customer profile will be updated with new password
Canteen Manager Requirement	
1	First-time Customers will need to create a profile in the system
2	Customer will enter Employee ID, First Name, Last Name, Work Phone, Cell Phone (optional), work-email
3	System will require customer create a unique password with standard rules - (1 or more Capital letter, 1 or more lower case letters, 1 or more number [0-90] and 1 non-alphanumeric character). Password should not be longer than 12 characters
4	If customer forgets the password, initial page should have 'Forgot Password' link that will send an automated email to reset the password. Customer profile will be updated with new password
5	First-time Customers will need to create a profile in the system
6	Customer will enter Employee ID, First Name, Last Name, Work Phone, Cell Phone (optional), work-email

	Out of Scope Requirements
1	Breakfast items are not included in Canteen Ordering System
2	Refund to Customers in the event an order is never received
3	Electronic 'received' confirmation recording the time of receipt of order
4	Automated email to customer once order is complete
5	Automated email to customer when order is received
6	Include suggestions of what can be done better in Feedback
7	Real-time notification of 'Order Status' in customer profile (in 'My Orders' section)
8	Delivery to any other place besides work station
9	To streamline daily work, Canteen Manager should be able to update menu for the entire week (i.e. upon closing of canteen on Friday)
10	Mobile text message option when order is complete or received
11	Optional Inclusion of dietary preferences from Customer (i.e. vegan, low-cal, gluten-free, etc.)
12	Optional Inclusion of food allergies
13	Inclusion of automated emails with the day's menu and suggestions (depending on dietary preferences)
14	Web Page must be accessible via mobile or Tablet device

ENTITY RELATIONSHIP DIAGRAM
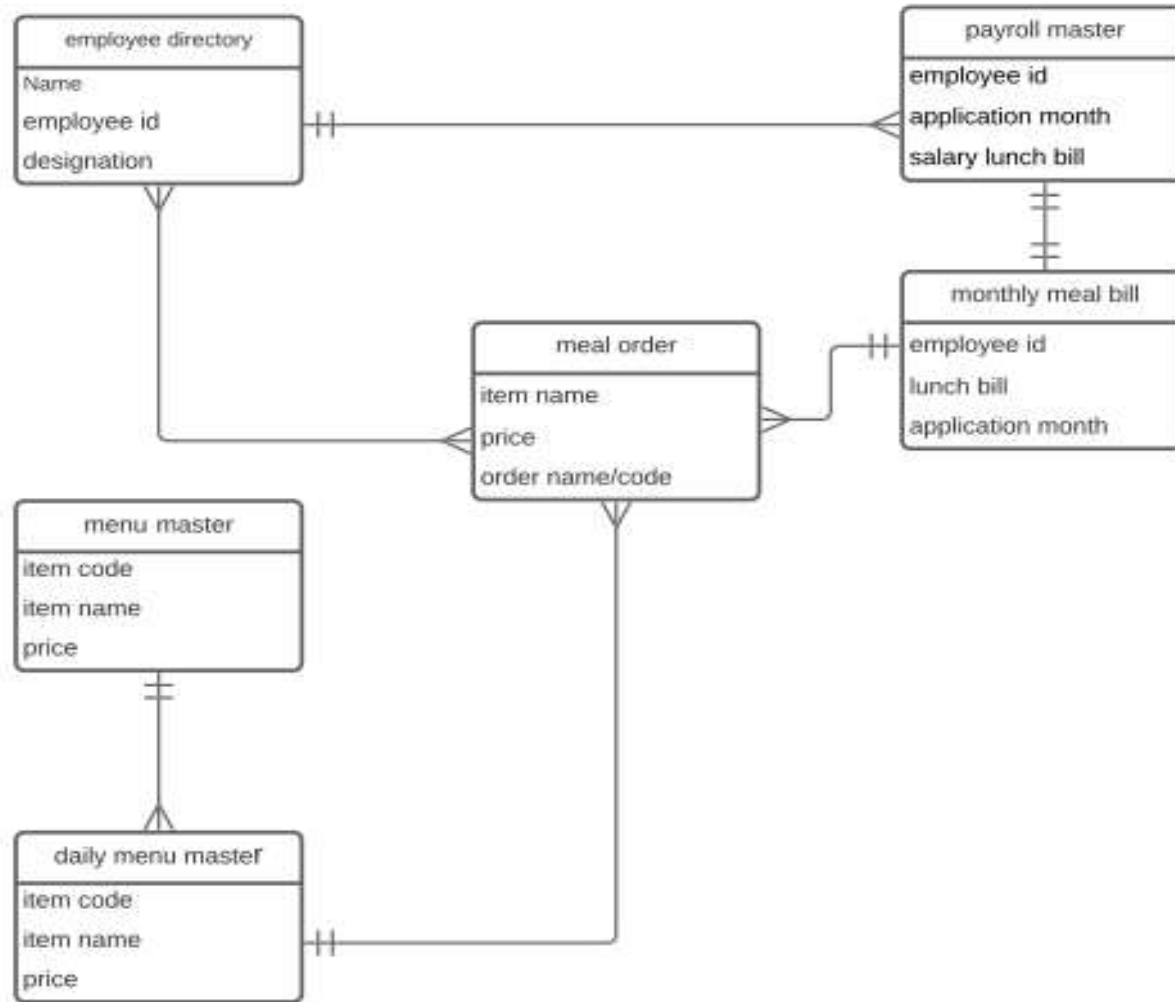
Mock screen using wireframes

unilever canteen order

todays menu ⊕
previous orders ○
previous bills ○

pizza [ ] ⬍
burger [ ] ⬍
sandwiche [ ] ⬍
hot brevarages [ ] ⬍
cold brevarages [ ] ⬍

place order