Project Plan

FaRaPed's Pizza-nization

Fontys

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Table of Contents

1. Reading Guide

The project plan has been divided in 5 sections - Definition, Structure Organization, Risk Assessment, Deliverables, and Planning. The problem and the background is defined inside the Project Definition. The number of team members and the constraints are also defined there as well. The Structure Organization section mentions the project leader, the members, the roles of members and the monitoring tutors.The possible risks associated with the project is explained in Risk Assessment section. The section Deliverables explains the whole process and the plans to be implemented in brief. And at last, the Planning section shows a breakdown of the tasks among the three people in the group as well as mentioning the timeline.

The main agreement among the group to create the project is "Finish the must-have elements first, then add the extra features." We as a team also agree to complete the parts assigned to individuals themselves, in-time. At all the time of the development process, all of the team members will keep the deadline and other risk factors in mind. The requirement of the client gets the top priority in the process.

All of the plannings, process, features will be written in the documentation for ease of access and use. The completion is estimated to be within 3 weeks of the start of the project. All the further changes in the plan will be agreed between the 3 members and the stakeholder of the shop. The tutor will have an overview of the progress everyday and make a checkpoint for that.

2. Project Definition

2.i   Project background

Mario has a family pizza shop which has only 2 employees and the shop is gaining popularity and thus, Mario needs the shop to operate more efficiently. But, he has a budget and space constraint. So he cannot increase the number of employees. Therefore, he wants some of the processes to be automated through softwares. Now the shop works like this :

1.   The cashier receives order from the customer.
2.   Cashier shouts the order to the kitchen.
3.   The cook attempts to comprehend the shouting and writes it down on a note.
4.   The cook places the prepared pizza on a production line which goes through an oven.
5.   The pizza reaches the end of the production line and is ready to be served.
6.   The cook periodically looks at the end of the production line and shouts to the cashier if a pizza is ready.
7.   The cashier picks up the pizza, if he hears the cook, and brings it to the customer.

2.ii   Problem definition

As the business is growing, more and more people are receiving wrong orders, cold pizza, or no order at all. Therefore Mario needs support but for budget and space constrains, he cannot employ more people.He needs to

automate some of the processes. Therefore, the shop needs to be modernized using ICT solutions.

2.iii   Project goal

In short the goal of the project is to help the brothers run an efficient operation. To accomplish that we have 3 main goals:
1. Automate the process where possible
2. Create a online (website) order system
3. User friendly interface

2.iv   Expected result

When the goals are finalized we expect to have a full working system that will improve Mario's workflow and help the restaurant handle more clients therefore maximizing their profit without increasing workers.

The brief expected results are :
1. Contactless and human-less payment system.
2. One software system to order, cook, and pickup notification for pizza.
3. Automation of the process to make it faster and easier.
4. Bring in more profit for a less cost/investment.

2.v   Way of working

We are going to work everyday and present our progress to the tutor, to get some feedback and improve our project based on requirements they ask us to. We are also going to divide the work among our self's by working on the small things first to create a good foundation and evolve from there.
Task Breakdown:

- **Pedro**
    - Software
    - Implementation
    - Getting feedback from feed-pulse from stakeholders(teachers)

- **Farhan**
    - Leader
    - Planner
    - Thinker
    - Documentation
    - Communicator

- **Rayane**
    - Front-end
    - Reviewer
    - Bug tester

2.vi   Scope

Like the description in the previous headings, we will improve the workflow of the pizzeria by implementing ICT solutions. We will build a website so that customers can place their orders and the website registers the orders and send them to the kitchen where the chef can see the order and make it. The customer will see that his order is being processed and the customer will also see when it's done so the customer can pick it up. So in short the ordering and pick up are done completely automatic with no worker involved.

Deliverables and non-deliverables

MoSCoW Table:

Must Have	Should have	Could have	Will not have
User Interface	Payment, profit, cost - dashboard for the owner (protected by ID and password)		Customer account and customer login system
Online payment and order system			
Customer order status screen page		SQL Database	Coupons
Kitchen order screen page	Online Menu		
			Payment Verification

The code of the software will remain only within the team members of 3, and is never intended to be shared with other stakeholders or owner of the restaurant. It's completely non-deliverable.

3. Project Structure Organization

Our organization will consist of three people. Due to the size of our organization every member will have multiple roles to fulfill.

3.i   Project Leader

Md Farhan Tahmid

3.ii   Project Members

1. Md Farhan Tahmid
2. Pedro da Costa Ribeiro Ferreira da Silva
3. Rayane Mouahbi

3.iii   Tutors

1. Sreedevi Raveendran Thayyakathe
2. Marco Meulenbroeks
3. Stan van Hartingsveldt

We all have to hold each other responsible and motivate each other to complete the task. Rather than having one leader we choose to make decisions as a group and the role of leader is more meant to keep each other in check so we don't procrastinate or hand in low quality work.

Communication is key to complete the project. That's why we have made some rules we must abide by to ensure the quality of our team work as well as our final product.

1. Let your team members know a head of team when you are: late with an assignment, not coming to school or you will be late.
2. Communicate what and when you will be doing a task.
3. Ask for feedback everyday.
4. In case of a disagreement we vote.

These are the important rules to keep the team functioning.

4. Risk Assessment

The risk analysis is an important step because we need to avoid as many risks as we possibly can, so for that effect we analyze the project and see prior to starting what should we be careful about, and predict the risks before they happen.

1. Product negatively affects brand:
When our system fails it means that the customer cannot place any orders. This can result in frustration on the customer side and if this happen often it can be associated with your brand. In the future customer will avoid placing orders with you due to the system malfunctioning often.

2. Conflict between executive stakeholders disrupts project:
Members of executive management are combative to the project or there is a disagreement over the project issues at executive level.

3. Decisions are incomplete:
Decisions are made to make progress within a project. Neglected decisions meaning decisions that are left unfinished can derail the progress made within a project. If we cannot agree or complete an important decision the project will simple come to a stop which can result in missing deadlines.

4. Estimates are inaccurate:
Inaccurate estimates is a very common risk

5. Design is not fit for purpose:

The front end is the first thing a customer noticed. It says a lot about your brand meaning so it is important to make the design applicable to your situation and easy to use. When a design is not fit for it purpose it can "scare" customers away resulting in loss of profit.

6. Learning curves lead to delays and cost overrun:

When your project team need to acquire new skills for the project there's a risk that productivity will be low.

7. Low team motivation:

The team is essential to make the goals a reality. Without a team there is simple no product. Keeping the team motivated is important to finish the project in a good and reasonable time.

8. Users have inaccurate expectations:

The final project might be way more different that what the client was expecting due to some kind of miss communication between the both ends.

9. Team members with negative attitudes towards the project:

Team member who does not believe in the project will show it. Through negative comments, his appearance etc. This can negatively impact the motivation and workflow of the other members of the team.

10. Failure to follow methodology:

Methodology exist's for a reason, if we don't follow it we might encounter troubles because we skipped crucial steps by going too fast or too slow.

Risk	Probability	Impact	Mitigation
1	Highly unlikely	Extremely harmful	By testing our system regularly we prevent a bad system that will fail.
2	Likely	Extremely harmful	Set up meetings with the executives to clear all doubts.
3	Likely	Harmful	Finish a decision before continuing and if we are stuck with making the decision ask for help from the tutor.
4	Unlikely	Harmful	Try to be in schedule all time to make sure all estimates meet their time
5	Highly unlikely	Extremely harmful	By testing our design we can make sure it is clear and it does apply to our assignment.
6	Unlikely	Slightly harmful	Try to do the project based on your current knowledge and only drive a bit off if its needed
7	Likely	Harmful	With a good planning we can take breaks and divide the workload so we don't lose our motivation
8	Likely	Harmful	Always reporting feedback to the client to make sure all parties understand the task
9	Likely	Harmful	By make a few basic rules we can mitigate this risk. If that doesn't work we can remove the member from the team assuring a good work environment again.
10	Highly likely	Harmful	All team members should try to follow the methodology even tho thats not always possible

5. Planning

This is how we as a team plan to break the tasks down in a weekly basis :

Project phase	Week 7	Week 8	Week 9
Research			
Planning			
Online payment and order system			
Customer order page			
Kitchen order screen			
User interface			
*Owner dashboard			
*Online menu			
*SQL database			

* Indicates 'Should Have' elements from the MoSCoW Table.