



IDM 216: NANUS FOOD TRUCK CASE STUDY

OVERVIEW:

TIMELINE: JANURARY '25-MARCH '25 (11 WEEKS)

MY ROLE: PROJECT MANAGER

THE TEAM:

- 2 BACK-END DEVELOPERS
- 1 FRONT-END DEVELOPER
- 1 UX DESIGNER
- 1 UI DESIGNER

OBJECTIVES:

- **CREATE AN INTUITIVE AND EASY-TO-USE INTERFACE FOR NANU'S**
 - The goal is to have a simplified navigation system with a clear menu layout, easy customization options for modifying orders, and intuitive checkout
- **DEVELOP A RESPONSIVE WEB APP**
 - Code out the app to fit both mobile and desktop layout based on figma designs
- **ENHANCE CUSTOMER SATISFACTION THROUGH A SMOOTHER APP EXPERIENCE**
 - Conduct interactions of User testing to gain insight and feedback from potential users.

MY ROLE:

As the project manager, I was responsible for overseeing the UX and development teams, setting deadlines, managing progress, and ensuring that the final product aligned with the requirements for the homework submission. I used Microsoft teams to assign tasks using a Kanban Board. Each ticket had a label highlighting who the task was for, what was due, and the due date. Also, every Monday a team check-in call occurred to see how the team was feeling about the assignment of that week.

RESULT AND BENEFITS

- **Positive User Feedback:**
 - As testing continued, the app continued to get positive feedback that it was intuitive
- **Collaborative Problem-Solving:**
 - The team was able to work together to communicate feedback and implementations leading us to complete the project scope in the given timeline

KEY CHALLENGES:

- **Improved Team Collaboration:** Initially unsure how to best support the team, I asked for feedback and the team suggested implementing Monday check-ins. This change greatly improved communication and helped me better align with the team's needs and project goals.

CONCLUSION

This project allowed me to gain collaboration skills between UX and development teams to create an intuitive ordering app for Nanu's food truck. Although the app is not live, the app shows the ability to improve user experience and efficiency. Having this experience as a project manager allowed me to gain management skills and learn how to lead cross-functional teams.

EXAMPLE TICKET SET UP:

The screenshot shows a Kanban Board interface with a ticket titled "06-Create a new page or sub-page within your Wiki named 'Usability T...". The ticket is assigned to "Chabria, Omisha". It has labels for "Documentation" and "Weekly HW". The ticket is in the "Complete" bucket, with a progress of "Not started", a priority of "Medium", and a due date of "02/19/2025". The repeat setting is "Does not repeat". The notes section contains the following text:

- Create a new page or sub-page within your Wiki named "Usability Tests".
- In this page provide
 - Direct Link to "Alpha" Usability Testing Survey Results
 - There should be at minimum 3 responses and one of them should be a professor.
 - Direct links to related zoom recorded sessions in Teams -> Files
 - Video file naming convention i.e. "02-13-2024-Alpha-JohnSmith.mp4" (date, project phase, user name)