

Infosys Food Trends

Data Insights & Analysis

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From : Group 2

Organization: Infosys Springboard



Project Overview

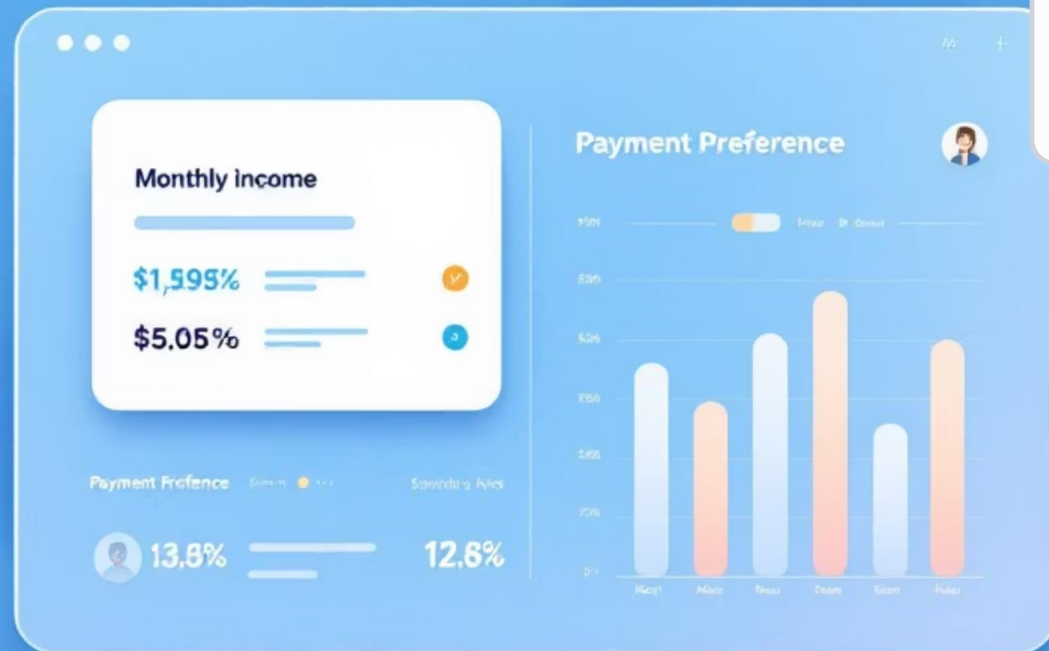
- Analyzed food preferences, satisfaction factors, payment methods & offers.
- Built interactive dashboards using **Power BI**.
- **Aim:** Enhance customer experience & optimize food service operations.
- Insights help support **data-driven decisions** for food services.



Dashboard Scope & Key Metrics

- **Covers Payment & Offers Insights, Satisfaction Metrics, Freshness & Quantity Impact.**
- Includes KPIs, bar charts, tree maps & sentiment-based analysis.
- Provides a 360° view of **user behavior & preferences**

Monthly Income & Payment Preferences



Monthly Income KPI

Monthly Income KPI benchmark = **187**.

Payment Feedback

Easy Payment Option feedback collected from users.

Preference Trends

Shows preference trends: Strongly Agree → Strongly Disagree

Purchase Influence

Seamless payment experience influences food purchase decisions

Offers & Satisfaction Analysis

Shows user sensitivity towards offers and discounts.

Visuals

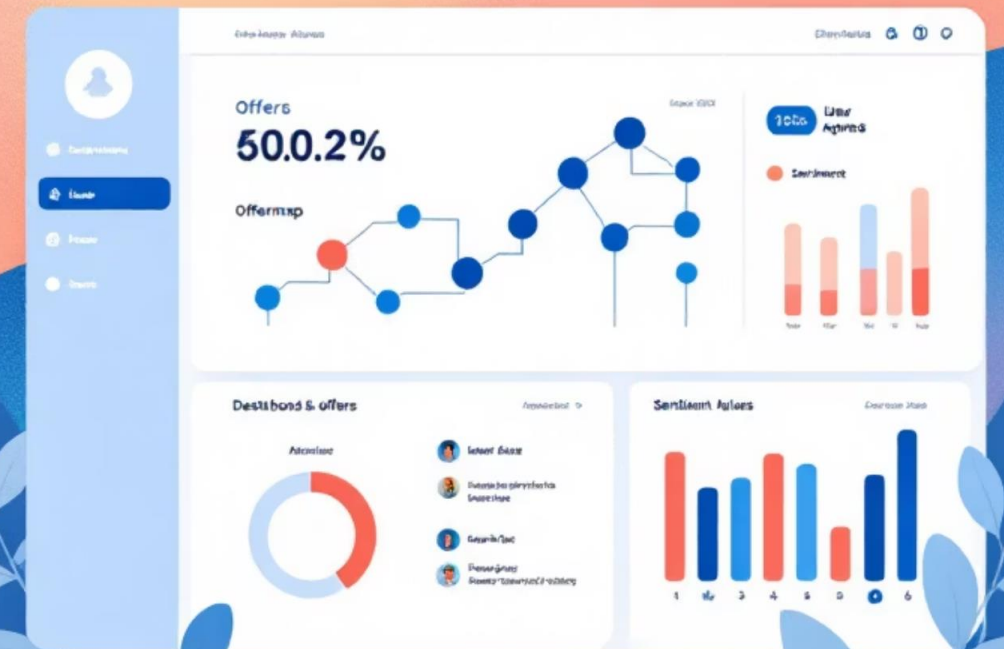
Treemap + Sentiment bars (Strongly Agree → Strongly Disagree).

Impact

Offer value directly impacts satisfaction & buying behavior.

Strategy

Helps improve **offer strategy & personalization**.





Food Quality – Freshness & Quantity Insights

Freshness scores show higher influence on satisfaction than quantity.

- Users ranked criteria based on importance:

- Very Important
- Moderately Important
- Slightly Important
- Unimportant

Action needed: Improve freshness to boost satisfaction

Key Insights & Recommendations

Key Insights:

- Easy payment boosts user convenience & satisfaction.
- Personalized offers perform better than generic discounts.
- Freshness has stronger impact than quantity on satisfaction.

Recommendations:

- Introduce loyalty-based offers for high-spending users.
- Improve packaging & freshness standards
- Expand digital payment options for smoother transactions.

Future enhancement

- **AI-Based Meal Personalization**Implement AI to recommend meals based on user preferences, health profile, and purchase patterns.
- **Predictive Analytics for Demand Forecasting**Forecast meal demand to minimize food wastage, optimize inventory, and improve kitchen planning.
- **Real-Time Delivery Optimization System**Use route intelligence and live tracking to reduce delivery delays and enhance customer experience.
- **Automated Feedback & Sentiment Analysis**Introduce AI-driven feedback collection and sentiment analysis to measure satisfaction more accurately.

Results

