



TO SUPPLY LEFT OVER FOOD TO POOR

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Introduction:

The Food Distribution Project in Salesforce is designed to streamline the process of collecting and distributing leftover food to those in need. The project uses Salesforce objects and automation tools to manage venues (where food is collected), drop-off points (where food is distributed), tasks (for managing food pickup and delivery), volunteers, and execution details for each distribution event. Key objects in the system include Venue, Drop-Off Point, Task, Volunteer, and Execution Details.

Ideation Phase:

The ideation phase for a project to supply leftover food to the poor is crucial for defining the scope, model, and technology.

The core objective is to efficiently bridge the gap between Food Donors (with surplus, safe-to-eat food) and Beneficiaries (the poor/needy) using an organized system.

1. Key Stakeholders & Roles

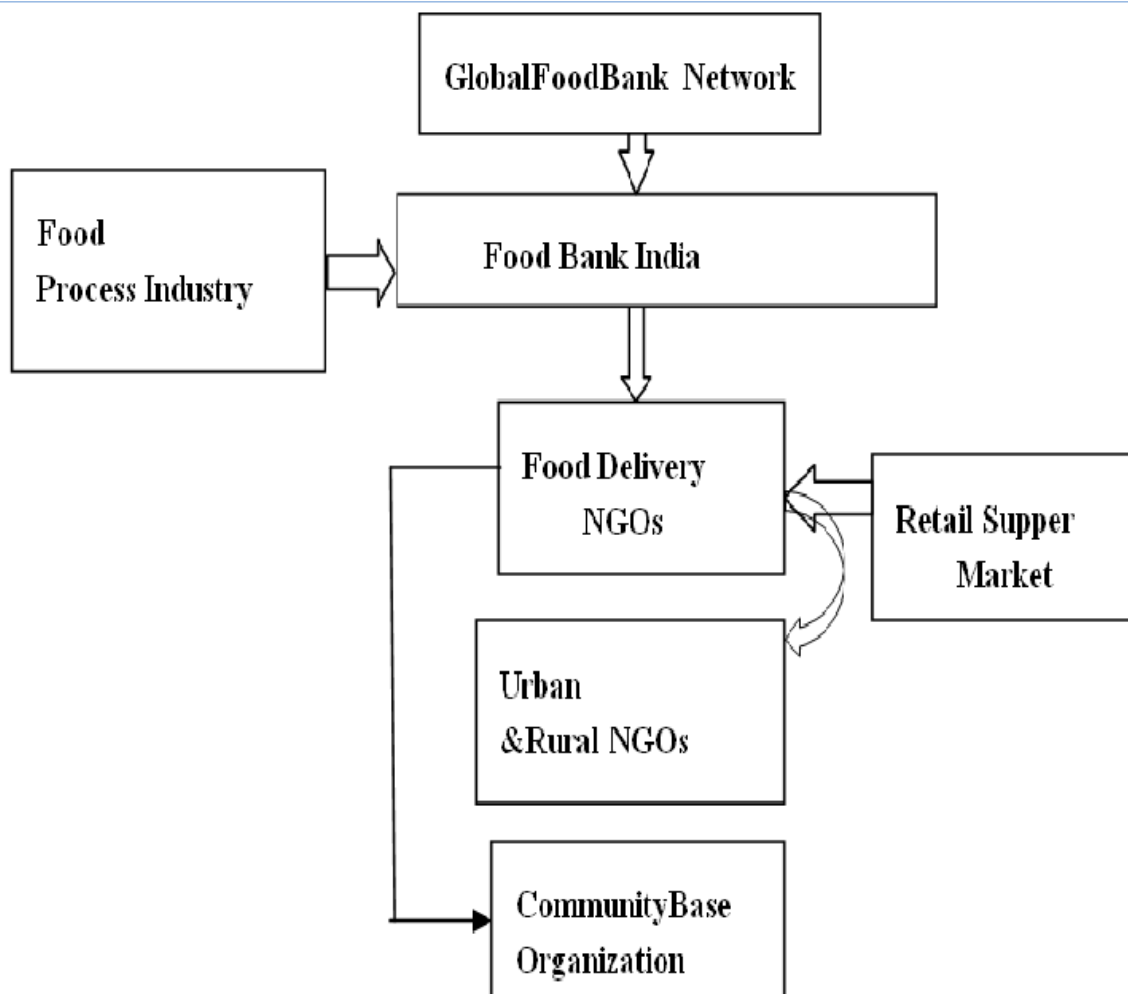
Stakeholder	Role in the System
Food Donors	Restaurants, Caterers, Event Organizers, Supermarkets, Households with surplus food. They <i>list</i> the food available.
Beneficiaries/Recipients	Orphanages, Old Age Homes, Shelters, Soup Kitchens, or a verified network of needy individuals. They <i>request or receive</i> the food.
Logistics/Volunteers	Individuals or a dedicated team responsible for the safe collection and delivery of the donated food.
System Administrator	Oversees the platform, manages user verification (Donors & Recipients), monitors operations, and handles disputes.

Core Process Flow (Conceptual Model)

The process can be broken down into five main stages:

- Donation Listing: A Donor registers surplus food (type, quantity, pickup location, safety/temperature details).
- Matching & Notification: The system algorithm matches the donation with the nearest/most in-need verified Recipient based on their preferences and proximity.
- Acceptance & Scheduling: The Recipient confirms acceptance, and the system calculates the optimal logistics route or schedules a Volunteer pickup.

4. **Rescue&Delivery:** A Volunteer/Logistics person safely collects the food, maintains the cold chain (if necessary), and delivers it to the Recipient.
5. **Feedback&Tracking:** Both Donor and Recipient confirm successful delivery. The system logs the weight/meals saved for impact reporting.



Project Planning Phase:

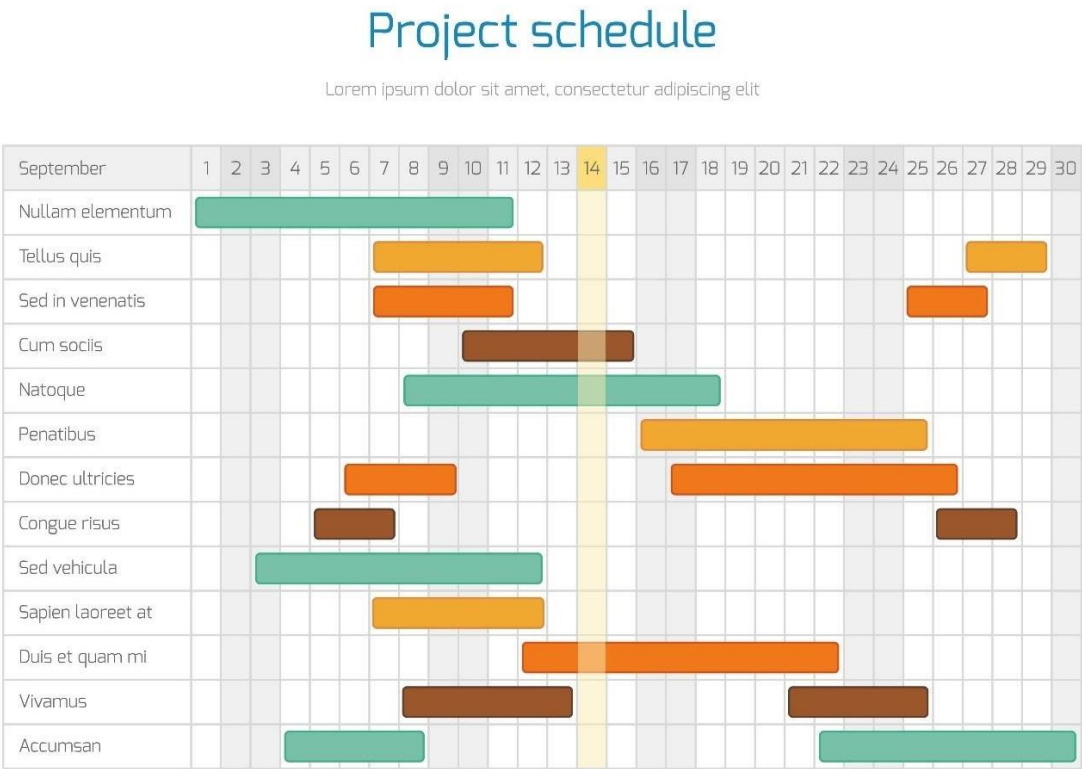
TheProjectPlanningphaseforaprojecttosupplyleftoverfoodtothepooriscrucialforsetting a solidfoundationforsuccess.Thisphasemovesfrom theinitialconcepttoa detailed, actionableblueprintforexecution.

Sincethisisamulti-stakeholderproject(involvingfooddonors,logistics,andrecipients), planningneedstobecomprehensive.Irecommendstructuringtheplanningaroundthe standardprojectmanagementlifecycle,whichoftenincludesdefiningtheProjectCharter, Scope, Schedule, Resources, Risks, and Communication Plan.

HerearethekeystepsandconsiderationsfortheProjectPlanningphase,illustratedwith componentsoften found in projectplansfor similarinitiatives:

Develop the Project Schedule(Timeline):

Thisinvolvesbreakingdowntheprojectintomanageabletasksandsettingtimelines.AWork BreakdownStructure(WBS)isusefulhere.Isuggestconsideringmajorphasesfortheschedule.



A preliminary timeline might look like this:

Phase/MajorTask	KeyActivities	EstimatedDuration
Phase1:Foundation	FinalizeSOPs,secureinitial MoU with key partners, define technology requirements.	4Weeks
Phase2:Technology&LogisticsSetup	Develop/procureplatform, establish initial delivery routes,procurenecessary equipment(e.g.,insulated containers).	8-12Weeks
Phase3:PilotProgram	Onboardasmallsetof donorsandrecipients,run operationsinalimitedzone, test SOPs and tech integration.	4-6Weeks
Phase4:Review&Scale	Analyzepilotsresults,address gaps, train more staff/volunteers,expand operational area.	Ongoing

Communication Plan:

Define *who* needs *what* information, *when*, and *how*.

- Donors:Needsimple reportingontheirimpactandupdatesoncollectionschedules.
- Recipients:Needreliablenotificationsaboutexpectedarrivals.
- Volunteers:Needcleardispatchinstructionsandreal-timesupportchannels.
- ProjectSponsor/Board:Needregularstatusreportsonmilestones,budget,andkey performanceindicators(KPIs)like'poundsoffoodrescuedperweek.'

Bythoroughlyaddressingtheseplanningcomponents,youensurethatwhenyoumovetothe ExecutionPhase,youaredoingsowithclarity,reduceduncertainty,andahighprobabilityof achievingyourgoalofsupplyingleftoverfoodtothepooreffectivelyandsafely.

Project Design Phase:

The design phase for a project to supply leftover food to the poor involves creating a detailed plan for the entire operation, from food source to final distribution. A key element of this is the system architecture and process flow.

The project can be conceptualized using a Three-Tier Architecture for a digital management system, involving three main entities and a process flow that ensures safety and efficiency.

1. System Architecture(The "Who")

The system involves three primary modules or roles: Donor, Administrator(NGO/Charity), and Delivery/Logistics.

Module/Role	Primary Actors	Key Responsibilities
Donor	Restaurants, Hotels, Caterers, Corporate Offices, Individuals (with large surplus)	1.Notification:Register and post details of surplus food (type, quantity, pickup location, time). 2. Verification: Ensure food meets safety/quality standards.3.Handover: Prepare food for pickup.
Administrator	NGO/Charity Staff, System Manager	1. Verification: Receive and verify the donation request (e.g., check donor's profile, food type). 2. Matching: Match the donation with the nearest/most suitable recipient location (shelter, community kitchen). 3. Logistics Coordination: Assign a delivery agent for pickup.4. Reporting: Track donations, distribution, and beneficiary details.
Delivery/Logistics	Volunteers, Paid Drivers, Third-party Logistics	1.Pickup:Collect the donated food from the donor location. 2. Safe Transport: Ensure proper temperature control and handling during transport. 3. Drop-off: Deliver the food to the designated recipient/distribution center.

2. Process Flow Diagram(The"How"):

The overall operational process is crucial for timely and safe distribution.

Step	Process Description	Key Considerations
1. Food Availability/Donation	Donor identifies surplus food and registers it on the platform/system (App/Web Portal).	Timeliness: Must be done <i>before</i> food is unsuitable for consumption. Details: Must include food type, quantity, time available, and required pickup time.
2. Request Verification	Administrator (NGO) receives the request and performs an initial check.	Safety Check: Confirm the food type, preparation time, and any storage requirements (e.g., <i>cooked food must be distributed within a safe time frame</i>).
3. Recipient Matching	Administrator identifies the closest and neediest distribution point or community kitchen.	Demand Mapping: Requires a database of needy areas and active food requirements (e.g., number of meals needed). Logistics Efficiency: Minimizing travel time.
4. Logistics Assignment	Administrator assigns a suitable Delivery Agent (volunteer/driver) for pickup.	Capacity Check: Ensure the vehicle/agent can handle the quantity and has necessary equipment (e.g., insulated containers).
5. Pickup and Transport	Delivery Agent collects the food from the Donor and transports it to the Recipient.	Hygiene & Safety: Use of food-grade containers, proper temperature maintenance (hot food hot, cold food cold). Documentation: E-signature or photo confirmation of pickup.
6. Distribution to Beneficiaries	The recipient location (e.g., shelter) receives the food and serves it to the poor/needy.	First-In, First-Out (FIFO): Ensure the oldest food is distributed first. Dignity: Distribution process should be respectful and orderly.
7. Feedback & Closure	Delivery Agent or Recipient confirms successful delivery to the Administrator. Donor receives confirmation and a digital receipt/impact report.	Traceability: Final data recorded in the system for tracking and reporting purposes.

3. Safety and Quality Measures(EssentialDesign Elements)

Theprojectdesignmustprioritizefoodsafetytoprotectbeneficiaries:

- FoodSafetyProtocols:DevelopstrictStandardOperatingProcedures(SOPs)for handling,temperaturecontrol,andtransportofleftoverfood,adheringtolocalfood safety regulations.
- InsulatedTransport:Designatetheuseofinsulatedbags,hotboxes,orrefrigerated vehicles, depending on the food type and distance.
- TimeLimits:Implementamaximumallowabletimelimit(e.g.,2-4hours)betweenthe end of thedonor'sservice/preparationand distributionto thefinalbeneficiaryforhigh- risk foods.
- DonorVetting:Onlyacceptfoodfromvettedandregistereddonors(e.g.,licensed commercialkitchens)orimplementathoroughvisualandtemperaturecheckatthe point of pickup.

Requirement Analysis:

ThisanalysiscanbebrokeardownintoStakeholderRequirements,FunctionalRequirements, Non-FunctionalRequirements,andRegulatory/LegalRequirements.



1. Stakeholder Requirements(Whoisinvolvedandwhatdotheyneed?)

Identifyingand understandingthe needsofallpartiesisthe firststep.

- FoodDonors(Restaurants,Caterers,GroceryStores):
 - Easyandreliablecollectionscheduling.
 - Assuranceoflegalliabilityprotection(GoodSamaritanlaws).
 - Proofofdonationfortaxpurposes(ifapplicable).
 - Clear guidelinesonacceptablefoodqualityandcondition.
- Beneficiaries(The Poor/Hungry):
 - Consistentavailabilityoffood.
 - Foodmustbesafe,nutritious,andculturallyappropriate.
 - Accessibledistributionpointsordeliverymethods.
 - Dignityandrespectduringthereceivingprocess.
- Volunteers/Staff:
 - Clearrolesandresponsibilities.
 - Trainingonfoodsafetyandhandling.
 - Efficientlogisticscoordinationtools.
- RegulatoryBodies(HealthDepartment,LocalAuthorities):
 - Compliancewithallhealthandsafetycodes.
 - Properrecord-keepingfortrackingfoodflow.

2. Functional Requirements(What thesystem*must* do)

Thesedefinethecoreoperationsofyourfoodrecoveryanddistributionprocess.

- FoodSourcing&Collection:
 - Amechanismtologandtrackfooddonations(quantity,type,pickuptime).
 - Aschedulingsystemforvolunteer/staffpickuproutes.
 - Areal-timeinventorytrackingsystemforreceivedfood.
- FoodSafety&Handling:
 - Aproceduretoassessfoodforsafetyuponcollection(temperaturelogs,visual inspection).
 - Designated,temperature-controlledstorage(hot/coldchainmaintenance).

- A first-in, first-out (FIFO) system for distribution.
- Distribution & Delivery:
 - A system to match available food inventory with registered recipients or distribution sites.
 - A method for delivery scheduling or on-site distribution logistics.
 - A way to confirm successful delivery/pickup by beneficiaries.
- Reporting & Tracking:
 - A ability to generate reports on pounds/meals rescued and people served.
 - A system to log incidents or complaints.

3. Non-Functional Requirements (How well the system must perform)

These focus on quality attributes like safety, efficiency, and usability.

- Safety & Compliance:
 - 100% adherence to local food handling and storage regulations.
 - Minimal time lag between food expiry/donation and consumption.
- Reliability:
 - The collection/distribution process must be reliable (e.g., a 95% on-time pickup rate).
 - Contingency plans for staff/volunteer shortages.
- Scalability:
 - The system should be able to handle doubling of daily donations within the first year without major structural changes.
- Usability:
 - The inventory/tracking software (if used) must be intuitive for volunteers with varying technical skills.

4. Regulatory and Legal Requirements (Must-Haves for Compliance)

This is often the most critical area for food recovery projects.

- Food Safety Regulations: Understanding local HACCP (Hazard Analysis and Critical Control Points) principles or equivalent local health department rules regarding temperature, time, and cross-contamination.

- **Good Samaritan Laws:** Verifying the extent of liability protection offered by state/local laws for donating food in good faith.
- **Permitting and Licensing:** Obtaining necessary operational permits from local authorities for food handling and distribution activities.
- **Data Privacy:** Ensuring that any data collected on beneficiaries (if any) complies with privacy laws.



Performance Testing:

Performance testing for this type of operation focuses less on pure IT system stress (though that applies to tracking software) and more on operational throughput, resource bottlenecks, and reliability under stress.

□ Key Performance Testing Areas

1. Throughput and Capacity Testing (The Volume Test)

This tests the maximum amount of food your system can process over a set period.

- Objective: Determine the maximum number of meals/pounds your organization can safely collect, process, and distribute per day/week.
- Scenarios:
 - Peak Donation Simulation: Simulate receiving donations from \$N\$ major donors simultaneously within a tight 1-hour window. *Can the volunteers handle the simultaneous pickups and initial sorting?*
 - Maximum Distribution Load: Test distribution by running a full-scale operation serving the maximum projected beneficiary count (e.g., 500 people) across all sites at once. *Are the distribution sites overwhelmed?*
 - Cold Chain Capacity: Test how long it takes to safely cool or hold a maximum daily volume of perishable food items in your storage unit(s).

2. Endurance Testing (The Sustainability Test)

This ensures the system doesn't degrade over an extended period of operation.

- Objective: Verify that the process remains stable, efficient, and compliant over several weeks or months of sustained high activity.
- Scenarios:
 - Multi-Day Run: Run the full collection-to-distribution cycle for 5 consecutive days at 80% of the projected daily maximum volume. *Do volunteer fatigue or equipment wear become noticeable?*
 - Inventory Management Check: Monitor the inventory software for data drift or slowdowns after logging thousands of transactions.

3. Stress Testing (The Breaking Point Test)

This helps identify the system's ultimate limits and points of failure, which is crucial for emergency planning.

- Objective: Determine the point at which the system fails or safety protocols are compromised, and observe recovery.
- Scenarios:
 - Surge Event: Simulate an unexpected 150% spike in food donations (e.g., from a holiday event). *Which step breaks first: storage capacity, vehicle availability, or volunteer labor?*
 - Logistics Failure: Intentionally remove a key resource (e.g., pull one primary refrigerated van or shut down one distribution hub for a test). *How quickly can the alternative plan reroute the food while maintaining safety standards?*

4. Resource Utilization Testing

This focuses on the efficiency of the resources used to execute the process.

- Objective: Optimize the use of vehicles, storage space, and volunteer time.
- Metrics to Monitor:
 - Vehicle Turnaround Time: Time taken from leaving the hub to returning after a delivery route.
 - Volunteer Idle Time: Time volunteers spend waiting for food to be sorted or for transport to arrive.
 - Storage Utilization Rate: Percentage of available shelf/refrigerated space being used vs. holding capacity.



Performance Metrics (Key Performance Indicators - KPIs)

- To measure the success of your tests, you need clear metrics:

Metric Category	KPI	Target Example	Why It Matters
Food Safety	Temperature Deviation Incidents (TDI)	\$ < 0.5 \% \$ of all pickups	Direct measure of compliance risk.
Logistics Speed	Collection-to-Storage Time	\$ < 60 \$ minutes for perishables	Minimizes spoilage risk.

Efficiency	Meals Processed Per Volunteer Hour (MPVH)	\$ > 150\$ MPVH	Measures labor efficiency.
Reliability	Missed Pickup Rate (MPR)	\$ < 1\%\$	Measures donor satisfaction and food loss avoidance.
Output	Total Pounds/Meals Distributed	Consistent with projections	Measures success against the core mission.

Conclusion:

The project has moved from a compassionate idea to a validated, systematically designed, and stress-tested operational model. The requirements are defined, the logistics are planned, and the system's performance limits are understood. The initiative is now ready to transition into the Implementation Phase with a high degree of confidence in its ability to consistently and safely deliver rescued food to those in need.

_____ Thank you _____