

## **Group 4**

### **Members:**

Gusti Agung Arrio Satrya Vikanda - 2702349344

Howell Bernadi Salim - 2702355555

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Alif Widyadhana Hartiyanto - 2702322771

## **Company Description**

SunibFood is a fast food chain that has been operating for 7 years. SunibFood offers many products such as Fried Chicken and hamburgers. SunibFood has been in operation since 2017. SunibFood offers high-quality food at an affordable price.

## **Business goals**

Improve the efficiency and ease of the product purchase process at the store to increase customer convenience.

## **Current situation**

Customers buy SunibFood products by visiting the physical store directly. Customers are expected to buy products according to the menu shown by the cashier or staff. After that the customer will carry out the transaction process. After making a transaction, the customer will be given an order receipt with a pickup queue number. The staff will call the queue number after the product is successfully made and packaged if the customer chooses to take it home (takeaway).

## **Strategic Business Goal**

Offering customers the SunibFood app feature where they can order the food through pick up or delivery so they don't have to wait too long and are more efficient and also the QRIS or cashless payment feature. In addition, they can also get points through our loyalty program which aims to get repeat customers, and they can also get information on applicable promos. The application is also useful for tracking customer insight where we can see our best selling food products, and what is trending which aims to get to know our customers more to increase customer convenience.

No	As a	I Want to	So that
1	User	Order food for pickup	The waiting line can be skipped
2	User	See the available menu	Knows which item are out of stock
3	CEO	Gain a strategic direction and vision based on the customer needs	Have an easier time to make a decision and maximize profit
4	IT Developer	Build a functional system and maintain the system.	The feature and the system in the application can work functionally.
5	Marketing Manager	Send an promotional offers through an app	Increase customer engagement easier and also increase sales
6	Restaurant Manager	Receive feedback from the customers about the food and beverages they order	Immediately address any issue and improve operations
7	UI/UX Designers	Design an attractive and intuitive interface for the application	User easily navigate the app and find the food product they want

## Kick off Meeting

Start date: September 26, 2024

**Project Name** : App Development SunibFood

**Meeting Objective** : To have a clear view of the timeline, communication and to establish a good relationship between the project team, stakeholders, and client of the project.

### Agenda :

- Opening & Introduction ( 5 - 10 Minutes )
- Project Overview ( 10 - 15 Minutes )
- Project Scope & Objectives ( 10 Minutes )
- Project Timelines ( 10 Minutes )
- Project Needs & Requirement ( 10 Minutes )
- Roles & Responsibility ( 10 Minutes )
- Risk & Challenges ( 5 Minutes )
- Communication ( 5 Minutes )
- Question & Answer ( 5 Minutes )
- Closing ( 5 Minutes )

Action Item	Assigned To	Due Date
Assign Role and Responsibilities	Project Manager	Immediate
Define Project Scope	Project Manager and Stakeholder	3 Days
Develop Project Timeline and Milestones	Project Manager	1 Weeks
Set up Communication Channels and Tools	Project Manager & IT Teams	3 Days
Prepare Budget and Cost Estimation	Finance Team	1 Weeks
Finalize Mobile App	IT/Development Team	2 Weeks

Development		
Establish Payment Intergration	IT/Development Team	3 Weeks
Organize User Testing	Project Manager & Marketing Teams	4 Weeks
Conduct Risk Assessment and Mitigation Planning	Project Manager and Stakeholders	2 Weeks
Perform Data Privacy and Security Audit	IT Team & Legal Team	3 Weeks
Develop App Launch Strategy	Project Manager and Marketing Teams	4 Weeks

Date and time for the next meeting: October 1<sup>st</sup>, 2024

## **Business Case**

### **1. Background**

SunibFood business goal is to Improve the efficiency and ease of the product purchase process at the store to increase customer convenience. SunibFood is a fast food chain that has been operating for 7 years. SunibFood offers many products such as Fried Chicken and hamburgers. SunibFood has been in operation since 2017. SunibFood offers high-quality food at an affordable price.

### **2. Business Objective**

Offering customers the SunibFood app feature where they can order the food through pick up or delivery so they don't have to wait too long and are more efficient and also the QRIS or cashless payment feature. In addition, they can also get points through our loyalty program which aims to get repeat customers, and they can also get information on applicable promos. The application is also useful for tracking customer insight where we can see our best selling food products, and what is trending which aims to get to know our customers more to increase customer convenience.

### **3. Current Situation and Problem/Opportunity Statement**

Customers buy SunibFood products by visiting the physical store directly. Customers are expected to buy products according to the menu shown by the cashier or staff. After that the customer will carry out the transaction process. After making a transaction, the customer will be given an order receipt with a pickup queue number. The staff will call the queue number after the product is successfully made and packaged if the customer chooses to take it home (takeaway).

### **4. Critical Assumption and constraint**

#### **Critical Assumptions**

- **Customer Readiness and Adoption:** It is assumed that customers will adopt the new app quickly and be willing to shift from in-store orders to app-based purchases (pickups, delivery, loyalty program).

- **Clear Requirements:** It is assumed that the requirements for the mobile app, payment integration, and loyalty program are well defined, stable, and understood by all stakeholders.
- **Availability of Resources:** It is assumed that all required resources (development team, marketing team, finance, legal, etc.) will be available and committed to the project without significant interruptions or conflicts with other projects.
- **Sufficient Budget:** It is assumed that the budget allocated for this project will be adequate to cover the entire scope, including app development, testing, marketing, and risk management.
- **Third-Party Support for Payment Integration:** It is assumed that third-party payment providers will be available and can be integrated into the app seamlessly without delays or technical issues.

## Constraint

Business Constraint

- **Budget Constraints:** The project must adhere to a fixed budget, which limits the ability to handle unforeseen expenses. Budget overruns could affect the scope or delay the project.
- **Testing and Feedback Timeliness:** Organizing user testing and addressing feedback in time is critical to the app's success. Delays in testing or a lack of thorough feedback could lead to an inferior product launch.
- **Resource Allocation:** Limited availability of key personnel (e.g., IT developers, project managers) and potential conflicts with other ongoing projects may strain resources and affect the project's progress.

## 5. Analysis of option and Recommendation

There are 3 options to address this opportunity :

- Do nothing. The business is doing well, we can still operate without using these new projects.
- Using a Third Party App, Sunibfood could use a third party mobile ordering app like Grab or Gojek.
- Develop the Mobile App In House, Sunibfood could design and implement its own mobile application using mostly its own existing hardware and software.

Based on the discussion with the stakeholder, we believe that option 3 will be the best option for our business. Here is why, doing nothing and not adopting this new technology could result in miss opportunities for revenue growth and customer

engagement, and for using a third party app may lead to more cost where the fee and tax for using the app will be higher rather than developing your own app.

## **6. Preliminary project requirement**

The key feature of the SunibFood Project is including the following :

- Access the menu to view the current product catalog. The menu should be categorized (e.g., burgers, fried chicken, drinks) for easy navigation, and allow users to filter items by dietary preferences (e.g., vegetarian options).
- Ability to place an order for pick up and delivery. The app should support order customization, such as adding/removing ingredients, adjusting portion sizes, and choosing sides or drinks.
- Support payment integration, offering multiple payment options, including credit/debit cards, e-wallets, and bank transfers. Payment gateways should comply with data protection regulations to ensure customer security.
- The app should notify users of their order status in real-time (e.g., order received, in preparation, ready for pickup, out for delivery). Users must also be able to track their delivery order through a map interface.
- The app must integrate with SunibFood's point-of-sale (POS) and delivery management systems, ensuring orders are synced and handled efficiently by restaurant staff and delivery partners.
- Users must be able to create an account and log in through email or social media. The account should store order history, payment preferences, and delivery addresses for quick and easy future transactions.

## **7. Budget estimate and financial analysis**

A preliminary estimate of costs for SunibFood is \$180,000. This estimate is based on SunibFood manager working about 24 hours per week for twelve months and other internal staff working a total of about 72 hours per week for twelve months. The customers' representatives would not be paid for the assistance. A Staff of SunibFood would earn \$50 per hour. The hourly rate for the other SunibFood members would be \$70 per hour, because some hours normally billed to clients may be needed for this project . The initial cost estimate also includes \$27.500 for purchasing software and services from suppliers. After the SunibFood project is completed, maintenance costs of \$45.000 are included for each year, primarily to update the information about the app Ask the expert feature and online articles.

SunibFood's leadership knew the project would be an investment, but they also saw the incredible potential. The benefits were clear: if the intranet could save each of their 400 employees just 40 hours per year, they could bill that time to other projects that could generate the estimate of \$10 per hour in profits, generating \$160,000 annually. On top of that, by improving efficiency and increasing customer satisfaction, the new system was projected to bring in an additional \$40,000 each year from new business, boosting profits by at least 1%.

With a projected total benefit of \$200,000 per year, the company decision became easier. The financial analysis was promising an estimated Net Present Value (NPV) of \$234,000 and a Return of Investment (ROI) of 78% over a three year period. Even more compelling, the system was expected to pay for itself in less than a year.

## **8. Schedule Estimate**

The Sponsor wants to see the project completed within 1 year, but there might be issues on the testing phase which might slow down the development. The newly implemented system will have a useful life of at least 3 years.

## **9. Potential Risk.**

This Project carries several risk. The primary risk in this project is User Data Security. Risks related to breaches or violations of customer personal data can lead to reputational damage, fines from regulators, and loss of user trust. The role of IT Developer is important here to Maintain and make sure the system is clear and safe from any threat. There are some risks like customers feeling confused when using the application. The UI/UX Designer are crucial here to make sure the application is easy to use for customers.



## 10. Exhibits

Discount Rate 6%					
Assume the project is done in about 12 months				Year	
Year	0	1	2	3	Total
Costs	180,000	45,000	45,000	45,000	
Discount Factor	1	0,94	0,89	0,84	
Discounted Costs	180,000	42,300	40,050	37,800	300,150
Benefits	0	200,000	200,000	200,000	
Discount Factor	1	0,94	0,89	0,84	
Discount Benefits	0	188,000	178,000	168,000	534,000
Discounted Benefit - costs	(180,000)	145,700	137,950	130,200	
Cumulative Benefits - costs	(180,000)	(34,300)	103,650	233,850	(NPV)
Payback in Year 2					
Discounted Life Cycle Roi			78%		
Assumption					
Costs			#hours		
Project Manager 1,200 hours, \$25/ hour			30,000		

Staff 3,500 hours, \$35/hour	122,500		
Outsourced software and services	27,250		
Total project costs (all applied in year 0)	180,000		
<b>Benefits</b>			
# Employees/Staff Member	400		
Hours saved	40		
\$/hour profit	10		
Benefit from saving time	160,000		
Benefit for 1% increase in profits	40,000		
Total annual projected benefits	200,000		

## Project Charter

<b>Project Title :</b> Project Management App Development SunibFood <b>Project Start Date :</b> September 27, 2024 <b>Project End Date :</b> September 27, 2025
<b>Budget Information :</b> The firm allocated \$180,000 for this project. The majority of the cost will be for the project labor. An initial estimate provides a total of 40 hours per week
<b>Project Manager :</b> I Gusti Agung (0878-6091-5236), i.vikanda@gmail.com
<b>Project Objectives :</b> Develop an application that can make things easier for customers in buying products on Sunibfood, Sunibfood application offer some feature where they can order the food through pick up or delivery so they don't have to wait too long and are more efficient and also the QRIS or cashless payment feature. In addition, they can also get points through our loyalty program which aims to get repeat customers, and they can also get information on applicable promos. The application is also useful for tracking customer insight where we can see our best selling food products, and what is trending which aims to get to know our customers more to increase customer convenience.
<b>Main Project Success Criterion :</b> The project should be able to bring profit around 2 year of completion
<b>Approach:</b> <ul style="list-style-type: none"><li>• Using a questionnaire to determine which features are needed through the customer</li><li>• Review internal and external document from the organization</li><li>• Develop the app using an agile method</li></ul>

### ROLES AND RESPONSIBILITIES

Name	Role	Position	Contact Information
Howell Bernardi Salim	Sponsor	SunibFood, CEO	howell.salim@gmail.com
I Gusti Agung Arrio Satrya Vikanda	Project Manager	SunibFood, Manager	i.vikanda@gmail.com
Muhammad Abizar Alghiffari	Team Member	SunibFood, IT Department	Muhammad.Alghiffari@gmail.com

Rangga Setiadi	Team Member	SunibFood, IT Department	Rangga.Setiadi@gmail.com
Kaisar Tahlisul Amri	Team Member	SunibFood, Sales Department	Kaisar.Amri@gmail.com
Alif Widyadhana Hartiyanto	Team Member	SunibFood, Marketing Department	Alif.Hartiyanto@gmail.com

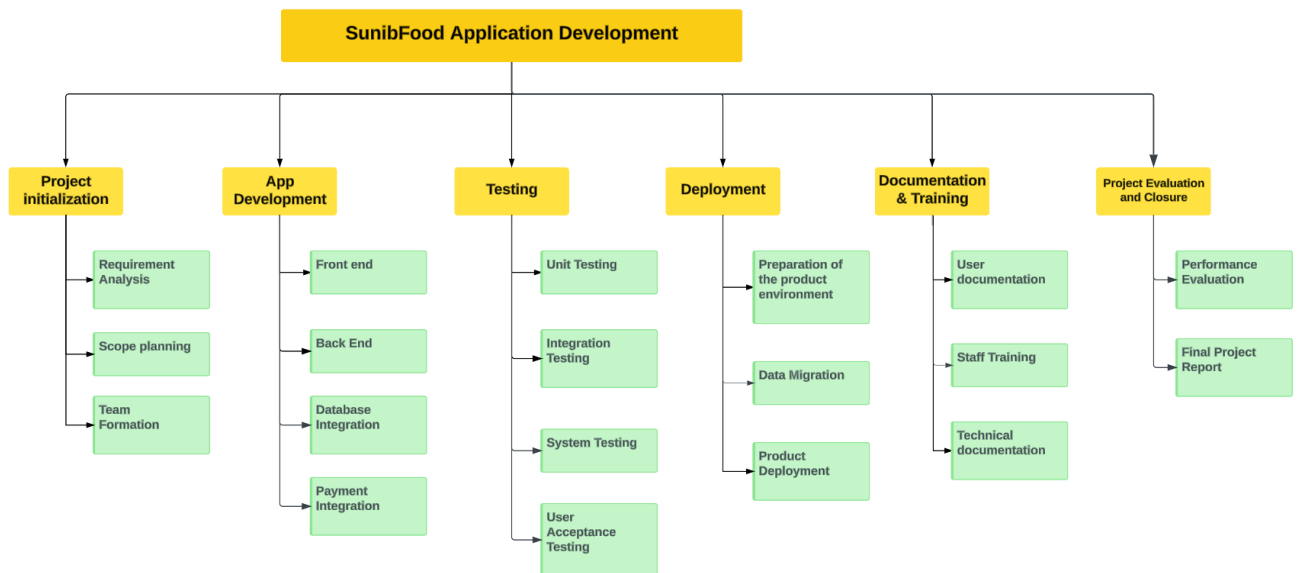
Sign Off :

Comments :

## Project Scope Statement

<b>Project Charter</b>
SunibFood app development
<b>Project Scope Statement, version 1:</b>
SunibFood application must allow customers to order food through pickup or delivery. The system must integrate with existing POS systems to handle payments through QRIS or other cashless payment methods. If further backend support is needed, the integration must ensure compatibility with existing servers. Detailed descriptions of any required enhancements or upgrades must be submitted to the CTO for approval.
<b>Project Scope Statement, version 2:</b>
This project requires support from the IT department to support application, database connection and payment function. Cloud storage and virtualization will be leveraged to enhance efficiency. Application testing will also be conducted to optimize the overall user experience

## Work Breakdown structure



## WBS Tabular Form

1. SunibFood application development
  - 1.1. Project Initialization
    - 1.1.1. Requirement Analysis
    - 1.1.2. Scope Planning
    - 1.1.3. Team Formation
  - 1.2. App Development
    - 1.2.1. Front end
    - 1.2.2. Back end
    - 1.2.3. Database Integration
    - 1.2.4. Payment Integration
  - 1.3. Testing
    - 1.3.1. Unit Testing
    - 1.3.2. Integration Testing
    - 1.3.3. System Testing
    - 1.3.4. User Acceptance Testing
  - 1.4. Deployment
    - 1.4.1. Preparation of the product environment
    - 1.4.2. Data Migration
    - 1.4.3. Product Deployment
  - 1.5. Documentation and Training
    - 1.5.1. User Documentation
    - 1.5.2. Staff Training
    - 1.5.3. Technical Documentation
  - 1.6. Project Evaluation and Closure
    - 1.6.1. Performance Evaluation
    - 1.6.2. Final Project Report

## AON Table

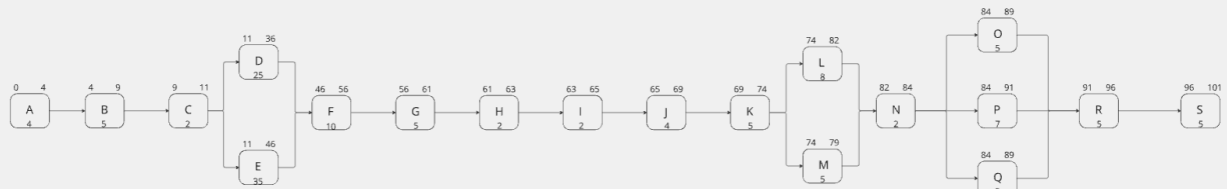
ID	List	Activity	Predecessor	Duration (days)
1.1.1	A	Analyzing Requirements	-	4
1.1.2	B	Planning Scope	A	5
1.1.3	C	Forming Team	B	2
1.2.1	D	Developing Front End	C	25
1.2.2	E	Developing Back End	C	35
1.2.3	F	Integrating Database	D, E	10
1.2.4	G	Integrating Payment	F	5
1.3.1	H	Conducting Unit Testing	G	2
1.3.2	I	Conducting Integration Testing	H	2
1.3.3	J	Conducting System Testing	I	4
1.3.4	K	Conducting User Acceptance Testing	J	5
1.4.1	L	Preparing Product Environment	K	8
1.4.2	M	Migrating Data	K	5
1.4.3	N	Deploying Product	L, M	2
1.5.1	O	Documenting User Instructions	N	5
1.5.2	P	Training Staff	N	7
1.5.3	Q	Documenting Technical Details	N	5
1.6.1	R	Evaluating Performance	O, P, Q	5
1.6.2	S	Reporting Final Project	R	5



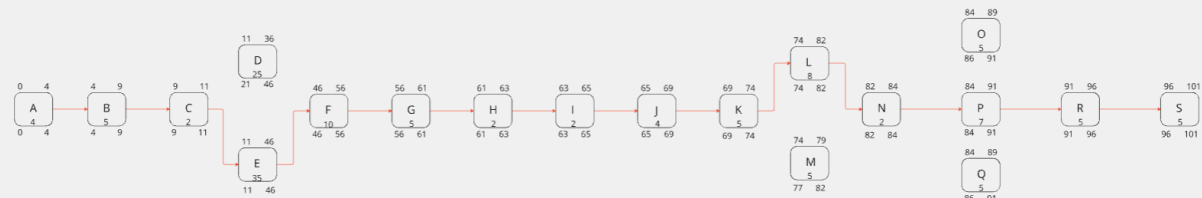
## AON and Critical Path

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### AON



### Critical Path



## View only

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# Gantt Chart



Link : <https://view.monday.com/1926101539-a337cb3f716ca1cc8bbfcdcdaba49f1e7?r=apse2>

## Earned Value Management (EVM)

Activity: Analyzing Requirement

Duration: 4 days

Assumption: 3 days completed

Activity	Week 1
Earned Value	\$5,346
Planned Value	\$7,128
Actual Cost	\$1,440
Cost Variance	\$3,906
Schedule variance	-\$1,782
Cost Performance Index	371%
Schedule performance index	75%

Schedule Variance = -\$1,782 (behind schedule)

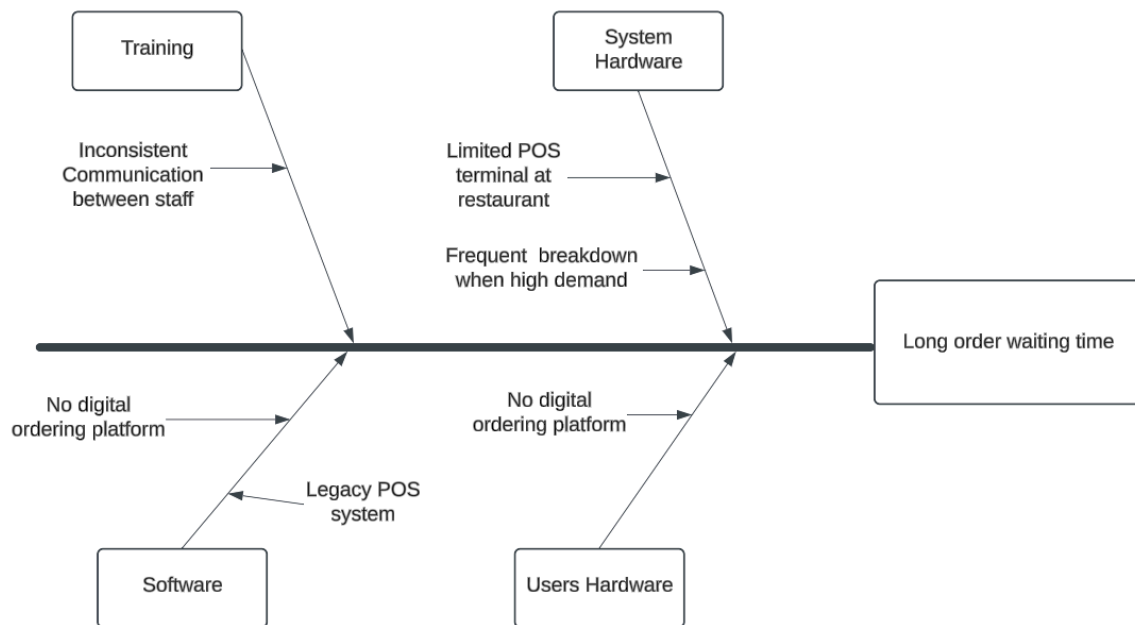
Schedule Performance Index = 0.75 (slower than planned)

Cost Variance = + \$3,906 (under budget)

Cost Performance Index = 3.71 (cost efficient)

Cost= 1782/day

## Cause and Effect Diagram (Fishbone Diagram)



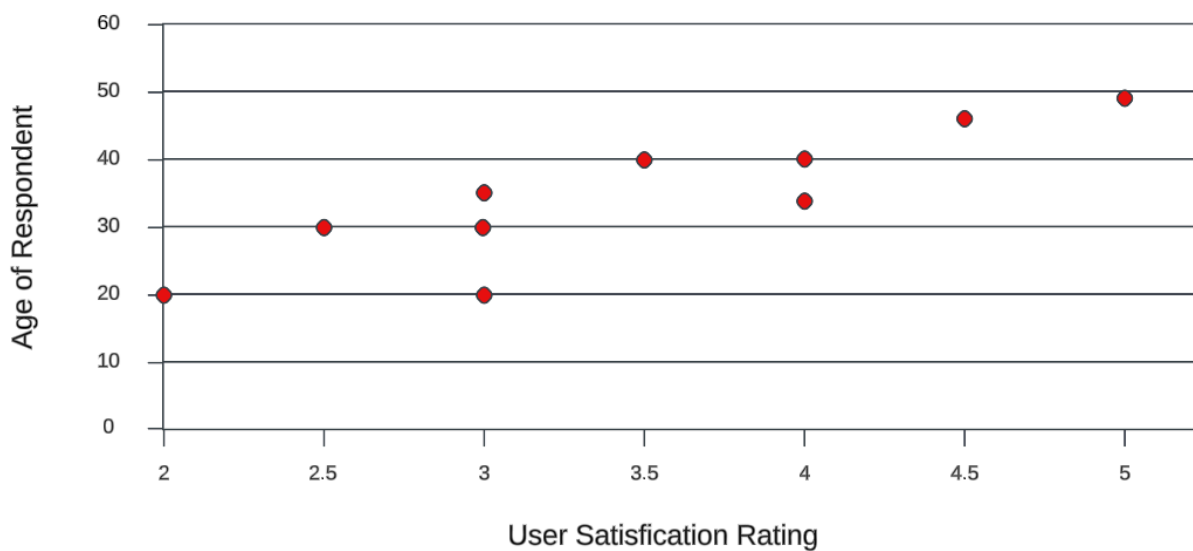
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## Check Sheet

Source	Day							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Text	8	5	4	5	5	6	4	37
Email	3	2	2	1		2		10
Phone call	5	4	3	4	2	3	2	23
Total	16	11	8	10	7	11	6	69

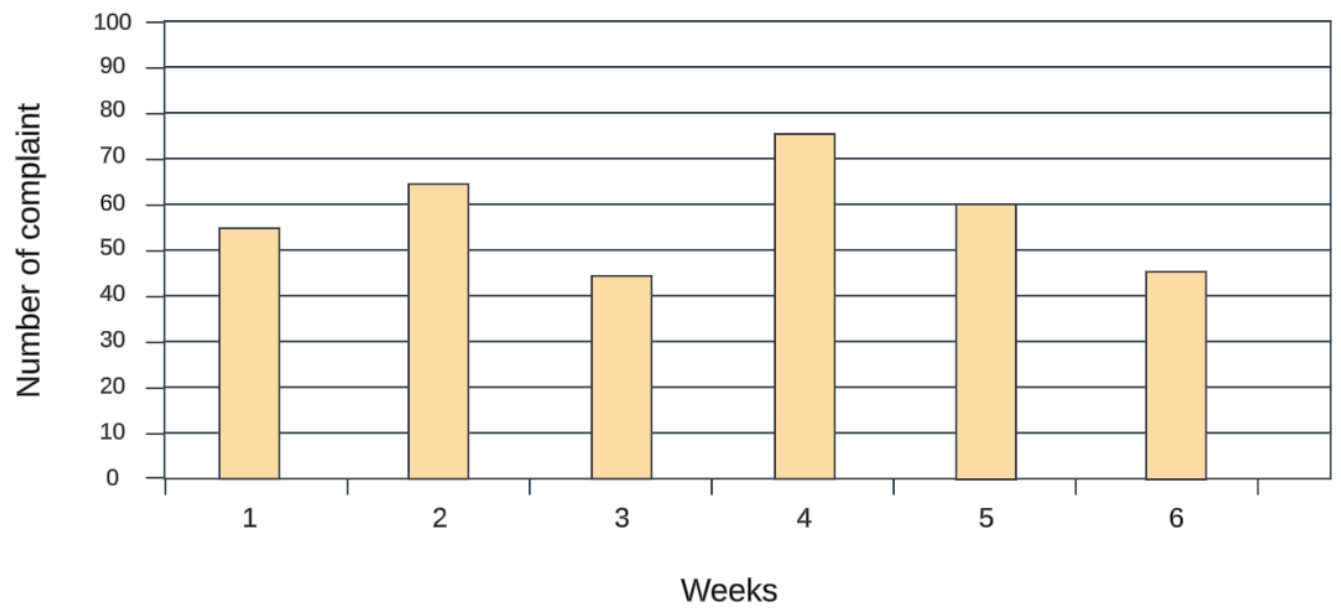
Tabel Check Sheet ini menjelaskan seberapa banyak komplain diterima dari hari senin hingga minggu, komplain ini diterima lewat Text, Email dan juga Phone Call.

## Scatter Chart



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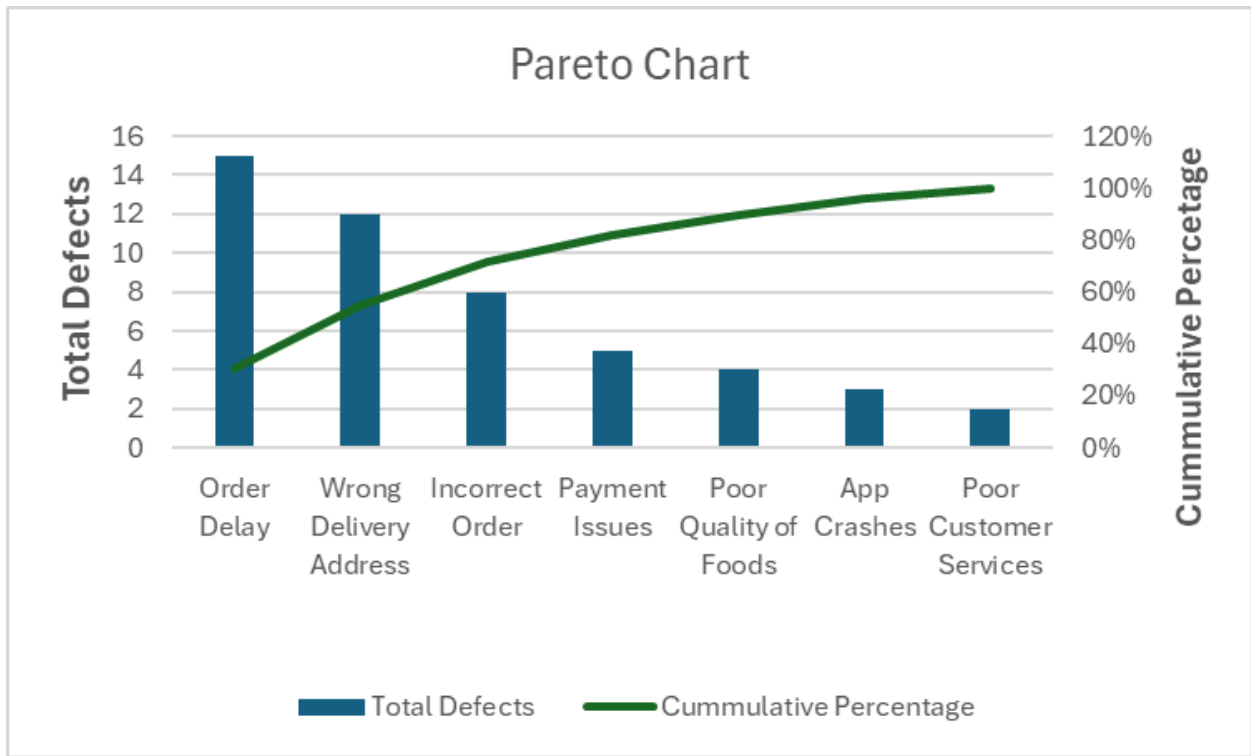
## Histogram



Link Histogram

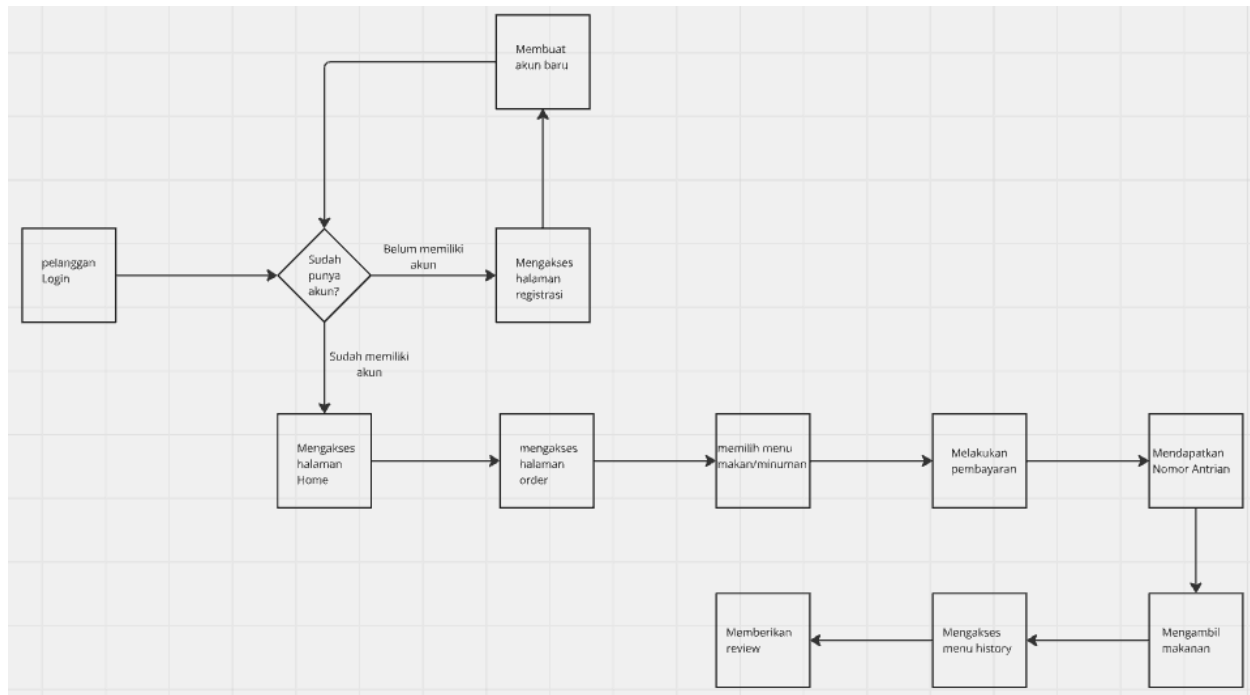
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Pareto Chart



Defect Type	Total Defects	Total Percentage	Cummulative Percentage
Order Delay	15	31%	31%
Wrong Delivery Address	12	24%	55%
Incorrect Order	8	16%	71%
Payment Issues	5	10%	82%
Poor Quality of Foods	4	8%	90%
App Crashes	3	6%	96%
Poor Customer Services	2	4%	100%

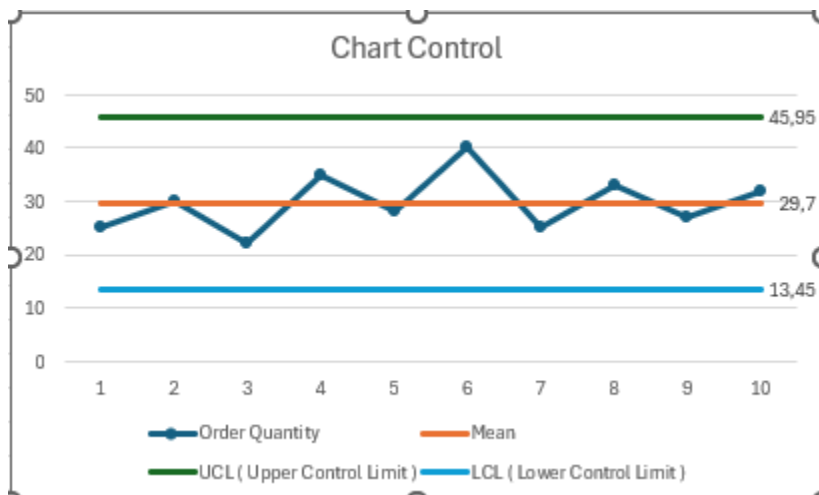
## Flowchart



## Link Flowchart :

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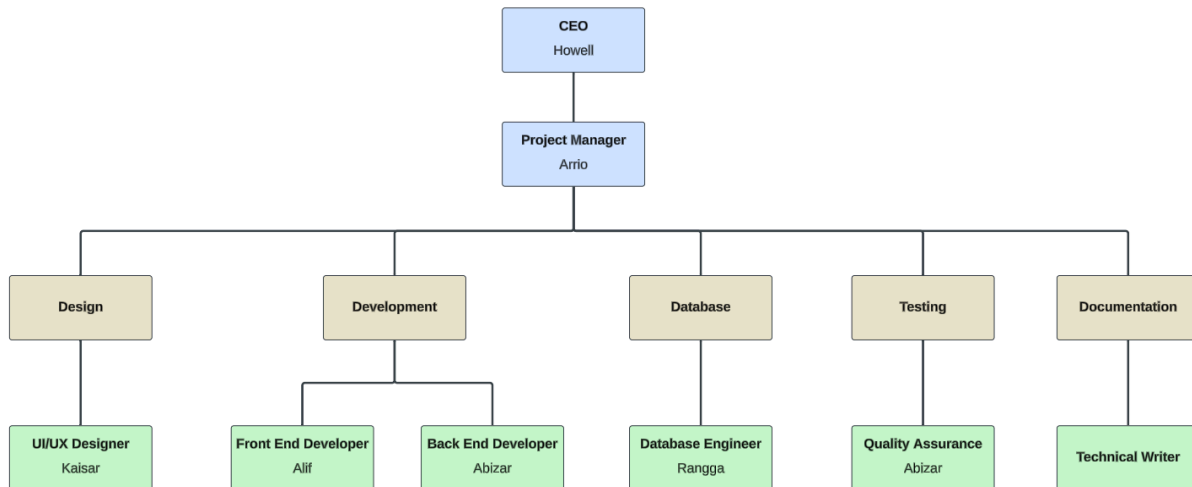
## Control Chart





Day	Total Order	Mean	UCL ( Upper Control Limit )	LCL ( Lower Control Limit )
1	25	29,7	45,95	13,45
2	30	29,7	45,95	13,45
3	22	29,7	45,95	13,45
4	35	29,7	45,95	13,45
5	28	29,7	45,95	13,45
6	40	29,7	45,95	13,45
7	25	29,7	45,95	13,45
8	33	29,7	45,95	13,45
9	27	29,7	45,95	13,45
10	32	29,7	45,95	13,45

## Org Chart



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## RAM

	1.1.1	1.1.2	1.1.3	1.2.1	1.2.2	1.2.3	1.2.4	1.3.1	1.3.2	1.3.3	1.3.4	1.4.1	1.4.2	1.4.3	1.5.1	1.5.2	1.5.3	1.6.1	1.6.2
CEO	R	R												R					
Project Manager	P	P	RP									R							
UI/UX Designer				R															
FrontEnd Developer				P								P		P					
BackEnd Developer					RP	P	P					P	P	P					
Database Engineer						RP	RP					P	RP	P					
Quality Assurance								RP	RP	RP	RP							P	
Technical Writer															RP	RP	RP	RP	RP

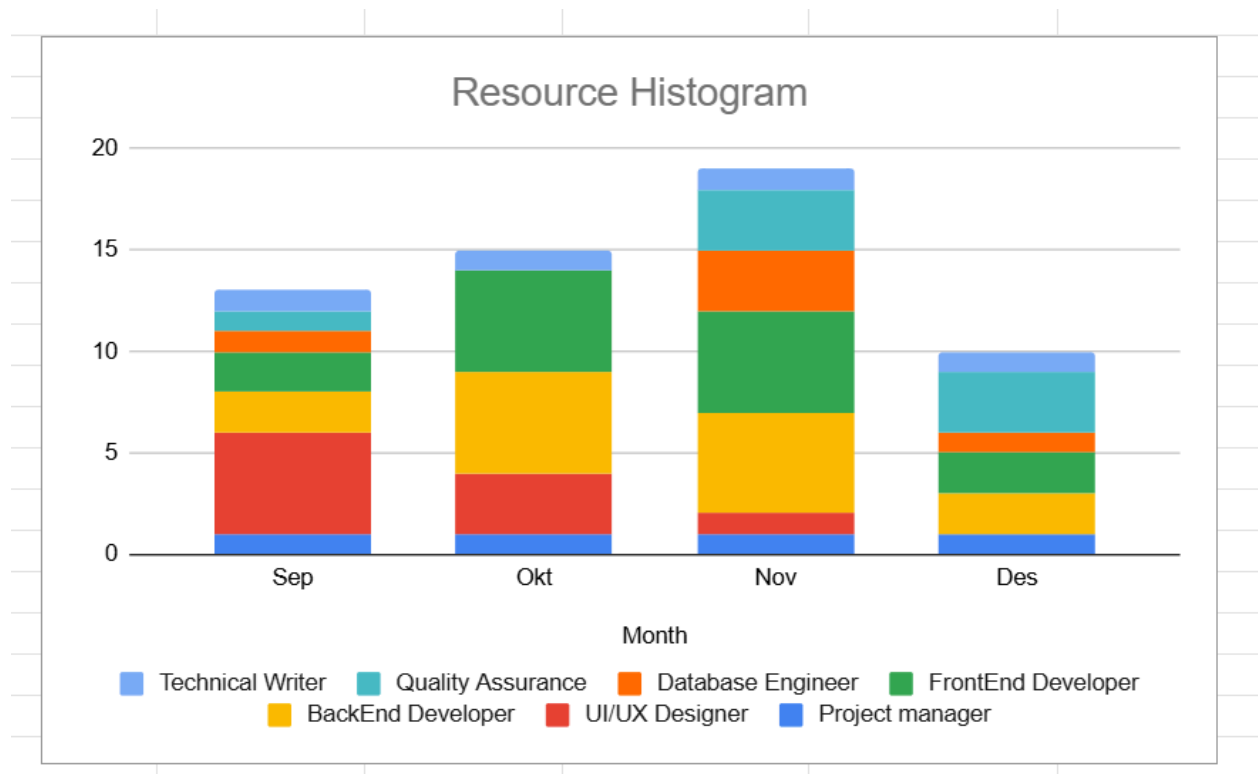
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## Raci

Project Activity	Roles							
	CEO	Project Manager	UI/UX Designer	Front End	Back End	Database Engineer	Quality Assurance	Technical Writer
Analyzing Requirements	A	R						
Planning Scope	A	R						
Forming Team	A	R						
Developing Front End	I	A	C	R				
Developing Back End			C		R			
Integrating Database					C	R		
Integrating Payment		A			R	C		
Conducting Unit Testing	I	A					R,C	
Conducting Integration Testing	I	A					R,C	
Conducting System Testing	I	A					R,C	
Conducting User Acceptance Testing	I	A					R,C	
Preparing Product Environment	A	R						
Migrating Data		A				R		
Deploying Product		A		R	R	C		
Documenting User Instructions		A,I						R
Training Staff	A,I	R						
Documenting Technical Details		A,I						R
Evaluating Performance	A,I	R						
Reporting Final Project	A,I	R						

[https://docs.google.com/spreadsheets/d/1hZ6feZSXQ6ldJXD7NmYVW\\_nkinp0KDdvAlyr\\_FTqj6Y/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1hZ6feZSXQ6ldJXD7NmYVW_nkinp0KDdvAlyr_FTqj6Y/edit?usp=sharing)

## Resource Histogram

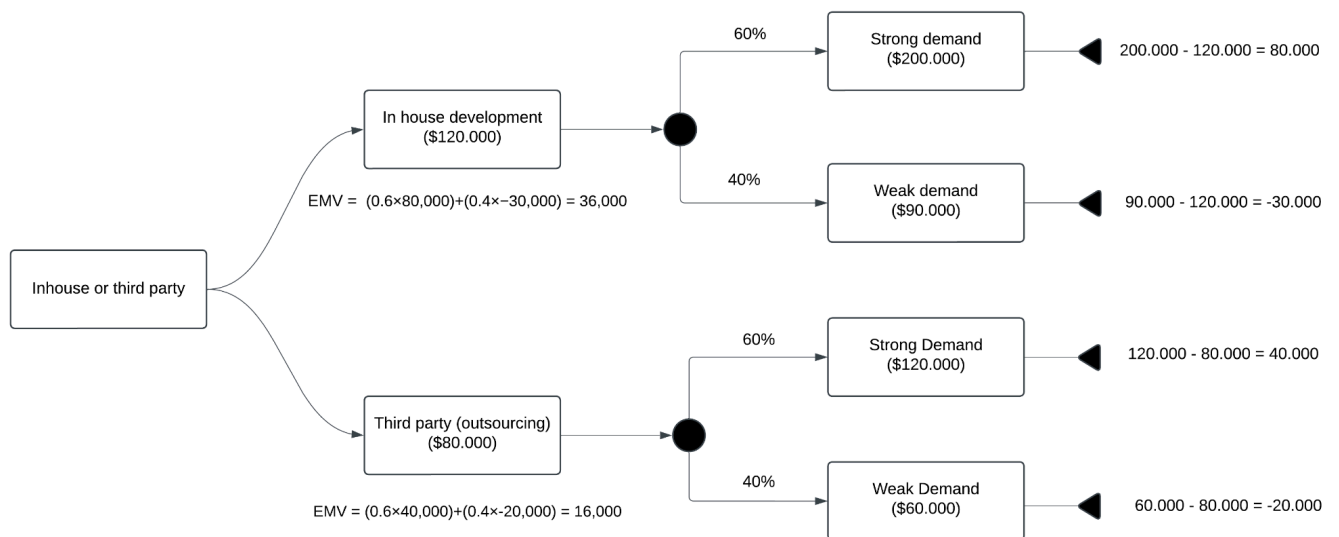


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## Stakeholder Communication Analysis

	Stakeholders	Document Name	Document Format	Contact Person	Due
A	CEO	Project status	Hard Copy and Meeting	Howell Bernardi Salim	End of each month
B	Project Manager	Progress report	Hard Copy and Meeting	I Gusti Agung Arrio Satrya Vikanda	End of each week
C	Back End Developer	System Requirement	Hard Copy and Meeting	Muhammad Abizar Alghiffari	Every Week
D	Database Engineer	System Requirement	Hard Copy and Meeting	Rangga Setiadi	Every Week
E	UI UX Developer	User Requirement	E-mail and Meeting	Kaisar Tahlisul Amri	Every week
F	Front End Developer	Application Prototype	E-Mail and Meeting	Alif Widyadhana Hartiyanto	2 weeks after campaign
G	Quality Assurance	Testing Report	Email and Meeting	Muhammad Abizar Alghiffari	End of each Sprint
H	Technical Writer	User Manual and Documentation	Email and Meeting	Technical Writer	End of project phase

## EMV



The **best choice** is to **use inhouse development** because it provides the highest EMV of **\$36,000**

Link diagram:

<https://lucidchart/f2a6d2f7-3e71-407f-aaf5-48a400ba6735/view>

## Risk Register

No	Rank	Risk	Description	Category	Root Cause	Triggers	Potential Response	Risk Owner	Probability	Impact	Status
1	1	High	The application's system is down due to a high volume of customers making transactions on the platform	Technical Risk	Lack of regular maintenance and periodic updates to the application.	Increased traffic during peak hours	Scale server capacity, implement load balancing	Development Team	High	High	Open
2	2	High	Delay in payment gateway integration	Vendor Risk	Dependency on third-party services	Missed integration deadlines	Start early engagement with providers or have meeting to discuss this matter more	IT Development Team	Medium	High	Open

Link Risk Register:  tugas

Link PPT Poster:

[https://1drv.ms/p/c/549abefe3547df5e/Edp6ZGZWov1PoOp\\_4\\_5mgloB3qc9MH5LNfAHcHa86\\_GH6g?e=Eg4iFg](https://1drv.ms/p/c/549abefe3547df5e/Edp6ZGZWov1PoOp_4_5mgloB3qc9MH5LNfAHcHa86_GH6g?e=Eg4iFg)

<https://pdf.ac/4fzoQR> (versi PDF)

AOL

[https://docs.google.com/document/d/1Z5mMq\\_G3GUBd1xVchPV5V3aVILTB92Jx/edit?usp=sharing&oid=114733388019540551019&rtpof=true&sd=true](https://docs.google.com/document/d/1Z5mMq_G3GUBd1xVchPV5V3aVILTB92Jx/edit?usp=sharing&oid=114733388019540551019&rtpof=true&sd=true)

# SunibFood

## An app for delivering our food to your doorsteps

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### Abstract

This project aims to enhance customer convenience by developing a mobile application that allows users to order food for pickup or delivery. The analysis and planning process contain business case, project charter, Gantt chart, AON, and critical path. Additionally, tools like EVA and EMV will be used to help identify the project's potential profits and losses. And for our methodologies we will be using literal review and also some observation. Based on the analysis we have done we concluded the results that this project will bring us up 78% profit in year 2 after launching with total benefit of \$200,000 and NPV of \$234,000. In conclusion we are sure by doing this project it will enhance our customer experience by developing an application that allows user to order food for pickup or delivery from anywhere and anytime.

**Keywords:** SunibFood, Business Case, Project Charter, Gantt Chart, AON, Critical Path, EVA, EMV.

### Introduction

The purpose for this project is to enhance our customer experience by developing an application that allows user to order food for pickup or delivery from anywhere and anytime. The analysis and planning process for our application will be done using business case, project charter, Gantt chart, AON, and critical path. Additionally, tools like EVA and EMV will be used to help identify the project's potential profits and losses. And for our methodologies we will be using literal review and also some observation for our application.

### Exhibit

Discount Rate 6%					
Assume the project is done in about 12 months					
Year	0	1	2	3	Total
Costs	180,000	45,000	45,000	45,000	
Discount Factor	1	0,94	0,89	0,84	
Discounted Costs	180,000	42,300	40,050	37,800	300,150
Benefits	0	200,000	200,000	200,000	
Discount Factor	1	0,94	0,89	0,84	
Discounted Benefits	0	188,000	178,000	168,000	534,000
Discounted Benefit - costs	(180,000)	145,700	137,950	130,200	
Cumulative Benefits - costs	(180,000)	(34,300)	103,650	233,850	(NPV)
Payback in Year 2					
Discounted Life Cycle Roi		78%			

### Business Case

SunibFood objective is to offers customers the SunibFood app feature where they can order the food through pick up or delivery so they don't have to wait too long and are more efficient and also the QRIS or cashless payment feature. In addition, they can also get points through our loyalty program which aims to get repeat customers, and they can also get information on applicable promos. The application is also useful for tracking customer insight where we can see our best selling food products, and what is trending which aims to get to know our customers more to increase customer convenience.

The current situation for SunibFood is that customers will buy SunibFood products by visiting the physical store directly. While it is working it is not optimized because by doing nothing and not adopting this new technology could result in miss opportunities for revenue growth and customer engagement.

The critical assumption and constraint is that the requirements for the mobile app, payment integration, and loyalty program are well defined, stable, and understood by all stakeholders. And also the budget allocation management must be on point to avoid overspending.

SunibFood aims to implement a new intranet system to enhance efficiency and customer satisfaction. The project has a preliminary cost estimate of \$180,000, covering 12 months of operation. Total Staffing cost estimate around \$152,500 and the estimated benefit is around \$200,000 of profits in terms of time saved and etc.

### Project Charter

**Project Title:**  
Project Management App Development  
SunibFood  
**Start Date:** September 27, 2024  
**End Date:** September 27, 2025

**Budget:** \$180,000

**Main Project Success Criterion:**  
The project should generate profit within two years post-completion.

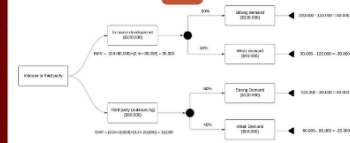
#### Approach:

- Use customer questionnaires to identify necessary features.
- Review relevant internal and external documents.
- Develop the app using an agile methodology.

### Gantt Chart



### EMV



### AON



### Critical Path



### EVA

Activity	Week 1
Earned Value	\$5,346
Planned Value	\$7,128
Actual Cost	\$1,440
Cost Variance	\$3,906
Schedule variance	-\$1,782
Cost Performance Index	371%
Schedule performance index	75%

### Tools

#### Fishbone Diagram



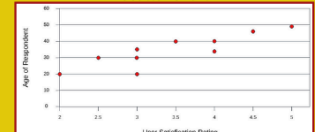
#### Control Chart



#### RACI

Task	Responsible	Accountable	Consulted	Informed
Project Management	A	A		
Project Planning	A	A		
Project Execution	A	A		
Project Monitoring	A	A		
Project Closure	A	A		
Project Reporting	A	A		
Project Evaluation	A	A		
Project Improvement	A	A		
Project Communication	A	A		
Project Collaboration	A	A		
Project Coordination	A	A		
Project Organization	A	A		
Project Management	A	A		
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Project Reporting	A	A		
Project Evaluation	A	A		
Project Improvement	A	A		
Project Communication	A	A		
Project Collaboration	A	A		
Project Coordination	A	A		
Project Organization	A	A		

#### Scatter Chart



#### Histogram



#### Pareto Chart



#### Flowchart



**Result**  
Based on the analysis we have done we concluded the results that this project will bring us up 78% profit in year 2 after launching with total benefit of \$200,000 and NPV of \$234,000.

### Conclusion

We have done our research by using some of the tool like business case, project charter, Gantt chart, AON, and critical path. In conclusion we are sure by doing this project it will enhance our customer experience by developing an application that allows user to order food for pickup or delivery from anywhere and anytime.

### Reference

Project Management Institute. (2017). *Agile practice guide*. Project Management Institute, Inc.  
Schwalbe, K. (2019). *Information technology project management (9th ed.)*. Cengage Learning.

Power Interest grid

