

# Specification of business processes

## 1. Business goals of the organization

“KindGarten” is a kindergarten business that has several places in a few cities. Every place is taking care of many children at once. The main goal of this business is to take care of kids and to feed them in the school canteen. To achieve this goal the company assumes **an annual increase of children going to school canteen by 6%**. The main metrics of “KinderGarten” is the **number of kids attending** each kindergarten and the **number of children eating in the school canteen**. It is assumed that the kindergarten achieves success if the number of **kids eating at the canteen rises by 0,5%** in comparison with the same month the year before. Currently, the biggest problem is to answer why there is an increase/decrease in the number of kids using the school canteen.

The biggest issues the business is facing are giving food in the school canteen and collecting data about the amount of food bought, used and wasted. In each kindergarten there are some kitchen workers. Each child has one parent who is assigned to him. Every month each parent should pay a tuition fee for every child. The business also collects how much in debt the parent is.

The business owner wants to know why and when there are changes in the number of kids eating in the school canteen. He also wants to know if the quality of meals affects this. The most important thing for him is to know what factors are the most affecting the number of kids eating in school. Moreover, he wants to waste less food.

## 2. Business processes

### Tuition fee collection

- a. A general description of the business process and a description of the performance metrics generated by this process, and possible current analytical problems.

The process of tuition fee collection is as follows: the kindergarten sends a notice to parent with all data needed (including the deadline). The parent pays using a bank transfer. The business saves all money gathered for every child. If the parent is missing the deadline, the system sends a notification. If the delay is bigger than 30 days, a special notification to the head of the kindergarten is sent.

- b. Typical questions

Which parents were late with a payment the most time?

In which month there was the biggest number of late payments?

Did the number of kids a parent have in kindergarten affect the delay?

How many parents missed the deadline last month?

Give the average monthly tuition per parent (with lunch costs included).

c. Data

All payments are gathered using bank transfers. All records are assigned to a parent by the account number. Thanks to that the system can create a database "GartenSystem" with all children, their parent and parent's payment status. If the date of the deadline is missed the system points it.

## Feeding kids in school canteen

- a. A general description of the business process and a description of the performance metrics generated by this process, possible current analytical problems.

The process of feeding kids in the school canteen is as follows:

The day before cantina workers assess how much food they need to prepare for the next day. The kids each day can go to the school canteen and eat lunch there. The canteen workers prepare a list of students in excel who eat lunch every day and they pass that information to the system. The system adds a bill to the parent of the kid from the list. At the end of the day the remaining food is summed up and then if necessary thrown out. At the end of the month the survey is conducted. Every parent gets a survey to fill out via Google Forms platform. The survey consists of 3 questions: about taste, quantity and other remarks.

b. Typical questions

How much food was wasted in a given month/day?

How many children were eating in the school canteen on a given day?

In which month there was the highest number of children using the school canteen?

What were the average taste scores in the given month?

How many surveys were collected in percentage compared to the number of students that have eaten at least once?

Did the number of food thrown out exceed 20% of all food bought?

c. Data

The cantina workers collect data in excel about how much food was bought and how much was thrown out each day. In addition information about how much money is spent on food is also provided as well as the variable cost of meals. The information about how many meals are sold is contained in the "GartenSystem" which is also responsible for tuition fee collection. A list of kids and their parents is taken from that system. The answers from the survey about the quality and quantity of the food will be also collected in the excel sheet.