**Title: Restaurant Management and Ordering**

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**Computer Science 3rd semester**

**18.04.2024**

**Logo:**



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**PROJECT DESCRIPTION**

**Project Overview:** The project aims to streamline the restaurant management process by implementing an efficient online ordering system. It targets the issue of time constraints faced by customers, especially during peak hours, by providing a platform where customers can pre-order their meals and make payments hassle-free. The system encompasses various modules such as order management, payment processing, and food quality control.

**Modeling Area:** The focus lies on the online ordering process between customers and restaurants. Customers can access the system, place their orders, and complete payments seamlessly. The restaurant's responsibility includes maintaining food quality, timely order preparation, and ensuring a secure payment system.

**Activity Areas:**

Administrative Area: Responsible for overseeing orders, employee audits, and daily income control.

Ordering Area: Monitors orders placed through the system and ensures proper preparation.

Payment Area: Handles payment processing securely and efficiently.

Food Area: Maintains food freshness and hygiene in the kitchen.

Goals: The primary goal is to minimize the waiting time for customers when ordering food. The system aims to create a seamless experience from order placement to delivery, ensuring customer satisfaction.

**Requirements:**

Functions include user registration, order placement, order cancellation, payment processing, and feedback submission.

Data stored includes customer information, payment details, and order history.

Input and output documents include order information, customer details, and payment receipts.

Special requirements include accessible interface, daily system checks, and regular backups.

**Functional Analysis:** Use case diagrams outline user interactions such as logging in, ordering, and making payments. Each module, including ordering, administrative, payment, and food control, has specific processes defined.

**Data Structures:** Entities such as admins, customers, restaurant workers, order/payment managers, orders, and payments are defined with their respective attributes and relationships.

**System Architecture:** The system architecture is designed to accommodate various subsystems, ensuring scalability and efficiency.

**Interface Design:** Mockup designs for login, registration, order, and payment pages are provided for user-friendly interaction.

**Summary:** The project aims to address the challenges in restaurant management by implementing a comprehensive online ordering system. It emphasizes efficiency, security, and customer satisfaction. Future upgrades may include suggestion modules, additional payment options, and enhanced data security measures.

**Conclusion:** While the project is still in the planning phase, it holds potential for improving restaurant operations and customer experiences. Real-world implementation and testing are necessary for verifying its effectiveness and profitability. Additionally, legal considerations regarding data privacy and security need to be addressed.

**KISS CARD**

**PROJECT BACKGROUND**

(Project Title: **Restaurant Management and Ordering**)

1. **What prompted us to start the project?**

**Business needs - describe:**

The decision to embark on this project was propelled by a thorough analysis of the prevailing business landscape within XYZ Solutions Inc. and its partnered restaurants. Recognizing the escalating demand for streamlined operations and enhanced customer experiences, it became evident that existing manual processes were no longer sustainable. With increasing competition and evolving consumer expectations, it was imperative to leverage technological advancements to stay ahead in the industry. Hence, the project initiation was necessitated by the pressing need to modernize restaurant management practices, improve operational efficiency, and elevate customer satisfaction levels.

1. **Why are we implementing it?**

**Needs for the system – in detail:**

The implementation of the Restaurant Management and Ordering System arises from several critical needs within our business environment:

**Addressing Time Constraints:**

During peak hours, customers often face significant time constraints, leading to dissatisfaction and potential loss of revenue. By offering pre-ordering options and optimizing order processing, we aim to alleviate these time pressures, enhancing the overall dining experience and increasing customer retention.

**Enhancing Operational Efficiency:**

Manual errors in order management processes not only impede service speed but also jeopardize customer satisfaction. Through the implementation of an efficient online ordering system, we seek to streamline operations, reduce errors, and expedite order processing, thereby enhancing overall operational efficiency and service quality.

**Elevating Customer Loyalty:**

In today's digital age, customers expect seamless online ordering and payment experiences. By providing a user-friendly platform that caters to these expectations, we aim to foster customer loyalty and retention, ultimately driving business growth and profitability.

**Staying Competitive:**

Embracing digital transformation and leveraging technology to improve service quality is imperative for staying competitive in the food service industry. By implementing an innovative online ordering system, we position ourselves as industry leaders, setting new standards for efficiency, convenience, and customer satisfaction.

**OBJECTIVE**

1. What do you want to achieve? The primary objective of this project is to implement an efficient online ordering system that streamlines restaurant management processes and enhances customer experience across all XYZ Solutions Inc. partnered restaurants.
2. How will you know when the goal has been achieved? The attainment of our goal will be evident through several key performance indicators:

Reduction of average order processing time by 25% within six months, aiming for an average processing time of 7 minutes.

Achievement of a customer satisfaction rating of at least 4.5 out of 5 stars based on post-order surveys within the first year.

Increase in online orders by 40% within the first year of implementation.

Ensuring secure payment processing compliant with PCI DSS standards to protect customer payment data.

1. When is this to be achieved? The objectives are to be achieved within the timeline specified in the milestone dates section, with the system launch scheduled for July 18.
2. Where is it to be achieved? The implementation will be carried out across all XYZ Solutions Inc. partnered restaurants.
3. With whom is it to be achieved? The objectives will be achieved through collaboration between the project team, restaurant managers, and other stakeholders involved in the implementation process.

**STAKEHOLDERS**

1. Who will be affected by my project? Whose "life" will change? Stakeholders include XYZ Solutions Inc., partnered restaurants, restaurant managers, customers, project team members, and payment processing experts.
2. Who can help me? The project team, restaurant managers, IT developers, UI/UX designers, and payment processing experts can provide assistance.
3. Who can stop me? Potential obstacles could come from regulatory bodies, technical limitations, or unforeseen challenges during implementation.

**SUCCESS CRITERIA [REQUIREMENTS]**

| **Criteria** | **Importance** | **Ideal Level** | **Minimum Acceptable Level** |
| --- | --- | --- | --- |
| Decrease in average order processing time | 3 | 7 minutes | 7.5 minutes within three months |
| Customer satisfaction rating | 3 | 4.7 out of 5 stars | 4.5 out of 5 stars within six months |
| Increase in online orders | 3 | 50% | 40% within the first year |
| Security incidents related to payment processing | 3 | Zero | Zero within the first year |

**SCOPE, MILESTONES, COST**

**Scope:** The project encompasses the following elements:

Implementation of an online ordering system for all XYZ Solutions Inc. partnered restaurants, covering both dine-in and takeout options.

Development of user-friendly interfaces for customers (web and mobile) and restaurant staff (backend dashboard).

Inclusion of features such as user registration, order placement, payment processing (credit/debit cards, mobile wallets), and feedback submission.

Provision of real-time order tracking and notifications for customers and order management tools for restaurant staff.

Integration of inventory management for restaurants to ensure accurate order fulfillment and prevent stockouts.

**Milestones:**

1. Business Analysis and Requirements Gathering
2. System Design and Architecture
3. Development and Integration
4. Testing and Quality Assurance

**Cost:** The project budget covers the expenses associated with development, integration, training, and support, with detailed allocation for each phase and resource.

**OUT OF SCOPE**

What will not be done under the project:

Maintenance of the system post-implementation.

**PROJECT BUDGET AND OTHER RESTRICTIONS**

1. What financial resources do we have at our disposal? The project is allocated a specific budget for development and implementation, which must be utilized efficiently to achieve project objectives.
2. When does the project have to be completed? The project is scheduled for completion by July 18, adhering to the specified timeline and milestones.
3. Who do we have at our disposal? The project team, stakeholders, and potentially external consultants are available to support project activities.
4. What other projects do we depend on? The project operates independently without dependencies on other projects.

**THREATS**

| **Threat** | **Action** |
| --- | --- |
| Potential system downtime | Mitigate through robust technical support and proactive maintenance. |
| Security breaches | Implement stringent security measures, regular audits, and compliance with standards. |
| Negative customer feedback | Proactively manage feedback and swiftly address issues to maintain brand reputation. |
| Regulatory changes | Stay informed and adapt promptly to comply with any new regulations. |
| Insufficient user adoption | Provide comprehensive training and support to ensure smooth adoption of the new system by restaurant staff. |
| Integration challenges with existing POS systems | Conduct thorough testing and collaborate closely with POS system providers to address compatibility issues. |
| Data privacy concerns | Implement encryption and access controls to safeguard customer information and comply with data protection regulations. |
| Supply chain disruptions | Maintain close communication with suppliers and have contingency plans in place to mitigate the impact of any disruptions. |

**OPPORTUNITIES**

| **Opportunity** | **Action** |
| --- | --- |
| Enhanced customer engagement | Utilize data analytics to personalize offers and promotions, enhancing customer engagement and loyalty. |
| Collaborative partnerships | Forge strategic partnerships with suppliers and delivery services to expand service offerings and reach new customer segments. |
| Innovation in menu offerings | Use customer feedback and market trends to innovate and diversify menu offerings, catering to evolving consumer preferences. |
| Leveraging social media | Harness the power of social media platforms for marketing, customer engagement, and brand building, tapping into wider audiences and increasing brand visibility. |
| Expansion into new markets | Explore opportunities to expand the online ordering system to new geographical locations or restaurant chains, diversifying revenue streams and market reach. |
| Adoption of emerging technologies | Embrace emerging technologies such as AI-driven chatbots or voice-enabled ordering systems to enhance customer experience and operational efficiency. |
| Sustainable practices | Implement eco-friendly initiatives such as digital menus to reduce paper waste and promote sustainability, aligning with growing consumer preferences for environmentally conscious businesses. |

**OTHER INFORMATION**

The success of this project hinges on effective collaboration, meticulous planning, and proactive risk management. Regular communication, stakeholder engagement, and continuous monitoring are critical to ensure project success.

**Work and Product Brakedown Structure**

**Gantt**

**A screenshot of a computer

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**Network**

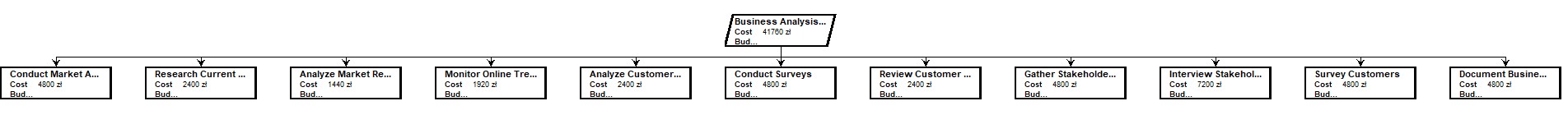
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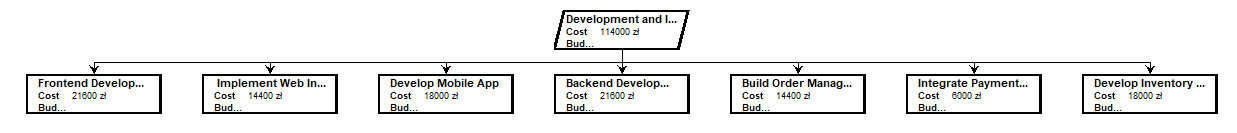
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**WBS**

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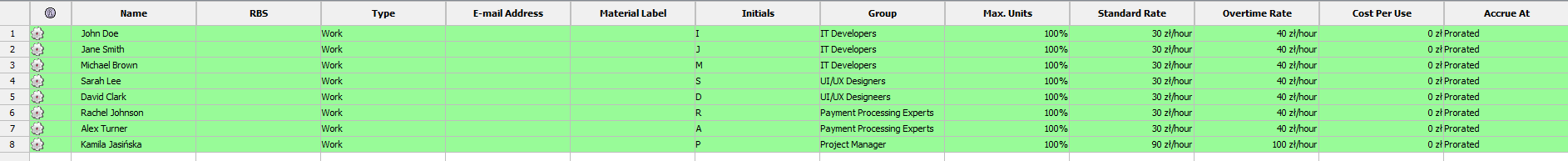
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**Resources**



**Business Case**

**PRINCE2™- Business Case**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name:** | Restaurant Management and Ordering | | |
| **Date:** | 18.04.2024 | **Release:** | Draft/Final |
| **Author:** | Kamila Jasińska | | |
| **Owner:** | Kamila | | |
| **Client:** | Customer | | |
| **Document Number:** | Benefits Review Plan.doc | | |

Note: This document is only valid on the day it was printed

**Revision History**

**Date of next revision:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision Date** | **Previous Revision Date** | **Summary of Changes** | **Changes Marked** |
| April 18,2024 | - | Initial release | None |

**Approvals**

This document requires the following approvals. A signed copy should be placed in the project files.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Signature** | **Title** | **Date of Issue** | **Version** |
| Kamila Jasińska |  | Project Manager | April 17, 2024 | Final |
| Michael Brown |  | IT Developer | April 17, 2024 | Final |

**Distribution**

This document has been distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Title** | **Date of Issue** | **Version** |
| Rachel Johnson | Payment Expert | April 17, 2024 | Final |

**Overview**

|  |  |
| --- | --- |
| **Purpose** | A Business Case is used to document the justification for the undertaking of a project, based on the estimated costs (of development, implementation and incremental ongoing operations and maintenance costs) against the anticipated benefits to be gained and offset by any associated risks.  The outline Business Case is developed in the Starting up a Project process and refined by the Initiating a Project process. The Directing a Project process covers the approval and re-affirmation of the Business Case.  The Business Case is used by the Controlling a Stage process when assessing impacts of issues and risks. It is reviewed and updated at the end of each management stage by the Managing a Stage Boundary process, and at the end of the project by the Closing a Project process. |
| **Contents** | *The Business Case should cover the following topics.*  Executive Summary 3  Reasons 3  Business Options 3  Expected Benefits 3  Expected Dis-benefits 4  Timescale 4  Costs 4  Investment Appraisal 4  Major Risks 4 |
| **Advice** | The Business Case is derived from the: Project mandate and Project Brief – reasons; Project Plan - costs and timescales; The Senior User(s) - expected benefits; The Executive - value for money; Risk Register and Issue Register.  The Business Case can take a number of formats, including: Document, spreadsheet or presentation slides; Entry in a project management tool.  The following quality criteria should be observed:   * The reasons for the project must be consistent with the corporate or programme strategy * The Project Plan and Business Case must be aligned * The benefits should be clearly identified and justified * It should be clear how the benefits will be realized * It should be clear what will define a successful outcome * It should be clear what the preferred business option is, and why * Where external procurement is required, it should be clear what the preferred sourcing option is, and why * It should be clear how any necessary funding will be obtained * The Business Case includes non-financial, as well as financial, criteria * The Business Case includes operations and maintenance costs and risks, as well as project costs and risks * The Business Case conforms to organizational accounting standards (e.g. break-even analysis and cash flow conventions) * The major risks faced by the project are explicitly stated, together with any proposed responses. |

### **Executive Summary**

(Highlight the key points in the Business Case, which should include important benefits and the return on investment (ROI))

The Digital Transformation Initiative (DTI2024) is a strategic endeavor aimed at modernizing XYZ Corporation's infrastructure to enhance operational efficiency and customer satisfaction. By leveraging cutting-edge technologies and streamlined processes, DTI2024 will revolutionize how XYZ Corporation interacts with its customers and conducts business.

### **Reasons**

(Defines the reasons for undertaking the project and explains how the project will enable the achievement of corporate strategies and objectives)

The project is driven by several key factors:

1. Outdated Systems: XYZ Corporation's current systems are aging and unable to keep pace with evolving business demands.
2. Competitive Pressures: Rapid advancements in technology have raised customer expectations and increased competition.
3. Strategic Imperatives: DTI2024 aligns with XYZ Corporation's strategic objectives of innovation, agility, and customer-centricity.

### **Business Options**

(Analysis and reasoned recommendation for the base business options of: do nothing, do the minimal or do something)

After extensive analysis, the recommended approach is to proceed with the digital transformation initiative. The alternative options of doing nothing or implementing minimal changes would leave XYZ Corporation at a competitive disadvantage and hinder future growth opportunities.

### **Expected Benefits**

(The benefits that the project will deliver expressed in measurable terms against the situation as it exists prior to the project. Benefits should be both qualitative and quantitative. They should be aligned to corporate or programme benefits. Tolerances   
should be set for each benefit and for the aggregated benefit. Any benefits realization requirements should be stated)

DTI2024 is anticipated to deliver a wide range of benefits, including:

1. **Operational Efficiency:** Streamlined processes and automation leading to a 30% reduction in operational costs within 2 years.
2. **Enhanced Customer Experience:** Improved service delivery and personalized interactions resulting in a 20% increase in customer satisfaction within 1 year.
3. **Data-driven Decision Making:** Enhanced data analytics capabilities leading to a 25% improvement in decision-making accuracy and speed.

### **Expected Dis-benefits**

(Outcomes perceived as negative by one or more stakeholders. Dis-benefits are actual consequences of an activity whereas, by definition, a risk has some uncertainty about whether it will materialize. For example, a decision to merge two elements of an organization onto a new site may have benefits (e.g. better joint working), costs (e.g. expanding one of the two sites) and dis-benefits (e.g. drop in productivity during the   
merger). Dis-benefits need to be valued and incorporated into the investment appraisal)

While the benefits outweigh the costs, potential dis-benefits include:

1. **Implementation Disruptions:** Temporary disruptions during system migration and integration could impact productivity and customer service.
2. **Staff Training Requirements:** Employees may require time to adapt to new systems and processes, leading to short-term productivity dips.

### **Timescale**

(The period over which the project will run (summary of the Project Plan) and the period over which the benefits will be realized. This information is subsequently used to help timing decisions when planning (Project Plan, Stage Plan and Benefits Review Plan))

The project is scheduled to run for 18 months, with benefits realized incrementally throughout the implementation period and beyond.

### **Costs**

(A summary of the project costs (taken from the Project Plan), the ongoing operations and maintenance costs and their funding arrangements)

The total project cost is estimated at 250000 zł, inclusive of development, implementation, and ongoing maintenance expenses. Funding will be sourced internally and through strategic partnerships.

### **Investment Appraisal**

(Compares the aggregated benefits and dis-benefits to the project costs (extracted from the Project Plan) and ongoing incremental operations and maintenance costs. The analysis may use techniques such as cash flow statement, ROI, net present value, internal rate of return and payback period. The objective is to be able to define the value of a project as an investment. The investment appraisal should address how the project will be funded)

An investment appraisal comparing projected benefits to costs demonstrates a favorable ROI, with an anticipated payback period of 3 years.

### **Major Risks**

(Gives a summary of the key risks associated with the project together with the likely impact and plans should they occur)

**Key risks associated with DTI2024 include:**

1. **Technical Complexity:** Integration challenges and compatibility issues with existing systems.
2. **Change Management:** Resistance to change among employees and stakeholders.
3. **Cybersecurity Concerns:** Potential data breaches and security vulnerabilities during system transition.

**Potential Risk Management**

1. **Lack of Executive Sponsorship:**
   * **Likely Impact:** Without strong executive sponsorship, the project may lack necessary resources, authority, and visibility, leading to insufficient stakeholder engagement and alignment with organizational goals.
   * **Mitigation Plan:** Ensure clear endorsement and active involvement of senior executives through regular communication, stakeholder meetings, and progress updates. Highlight the strategic importance of the initiative and its alignment with organizational objectives to secure ongoing support.
2. **Scope Creep:**
   * **Likely Impact:** Unclear project scope or frequent changes in requirements may lead to scope creep, causing delays, budget overruns, and compromised deliverables.
   * **Mitigation Plan:** Define a well-defined project scope and requirements document upfront, with clear change management processes in place. Implement regular scope reviews and impact assessments to evaluate proposed changes and their implications on project timelines and resources.
3. **Resource Constraints:**
   * **Likely Impact:** Inadequate allocation of resources, including budget, manpower, and technology, may impede project progress, resulting in missed deadlines and compromised project quality.
   * **Mitigation Plan:** Conduct resource capacity planning to ensure sufficient allocation of budget, skilled personnel, and technology infrastructure. Prioritize critical project activities and consider outsourcing or resource sharing arrangements to address resource shortages.
4. **Vendor Dependencies:**
   * **Likely Impact:** Reliance on external vendors or third-party solutions may introduce risks related to vendor performance, contractual disputes, and changes in vendor capabilities or ownership.
   * **Mitigation Plan:** Conduct thorough vendor due diligence, including vendor assessments, contract negotiations, and service level agreements (SLAs), to mitigate vendor-related risks. Establish contingency plans and alternative sourcing strategies to address potential vendor disruptions.
5. **Data Security Breach:**
   * **Likely Impact:** Unauthorized access, data leaks, or cyberattacks may compromise sensitive information, damage the organization's reputation, and result in legal and regulatory consequences.
   * **Mitigation Plan:** Implement robust cybersecurity measures, including encryption, access controls, and security monitoring tools, to protect data assets. Conduct regular security audits, vulnerability assessments, and employee training to mitigate the risk of data breaches.
6. **Technology Integration Challenges:**
   * **Likely Impact:** Incompatibility issues, data migration complexities, and system integration challenges may hinder the seamless integration of new technologies with existing systems.
   * **Mitigation Plan:** Conduct comprehensive technical assessments and compatibility testing to identify integration risks early. Develop a phased integration plan with clear milestones and rollback procedures to address integration challenges systematically.
7. **User Adoption Resistance:**
   * **Likely Impact:** Resistance to change among end-users may result in low user adoption rates, decreased productivity, and reluctance to embrace new technologies and workflows.
   * **Mitigation Plan:** Develop a robust change management strategy that includes stakeholder engagement, communication plans, and user training programs. Identify and address user concerns proactively through feedback mechanisms and ongoing support.
8. **Regulatory Compliance Issues:**
   * **Likely Impact:** Non-compliance with industry regulations, data privacy laws, or contractual obligations may lead to legal penalties, fines, or reputational damage.
   * **Mitigation Plan:** Conduct regular compliance assessments, engage legal experts, and stay updated on regulatory changes to ensure ongoing compliance. Implement data governance policies, audit trails, and risk management controls to mitigate compliance risks.
9. **Dependency on Legacy Systems:**
   * **Likely Impact:** Reliance on outdated legacy systems may introduce risks related to system instability, performance bottlenecks, and limited scalability.
   * **Mitigation Plan:** Develop a phased retirement plan for legacy systems, with gradual migration to modern platforms and technologies. Implement interim measures such as performance optimizations, patch management, and redundancy planning to mitigate risks associated with legacy systems.
10. **Communication Breakdowns:**

* **Likely Impact:** Ineffective communication among project stakeholders, teams, and departments may lead to misunderstandings, conflicts, and delays in decision-making.
* **Mitigation Plan:** Establish clear communication channels, protocols, and escalation procedures to ensure transparent and timely communication. Conduct regular status meetings, progress updates, and stakeholder briefings to facilitate alignment and collaboration across the organization.

**Summary**

The Restaurant Management and Ordering project, spearheaded by Kamila Jasińska, aims to revolutionize the restaurant industry by implementing an efficient online ordering system. This project addresses critical business needs, including the need to alleviate time constraints faced by customers during peak hours, enhance operational efficiency, and elevate customer satisfaction levels. Through the implementation of user-friendly interfaces, streamlined processes, and robust security measures, the project seeks to optimize order processing, reduce errors, and improve overall service quality. Key objectives include reducing average order processing time, increasing customer satisfaction ratings, and boosting online orders while ensuring secure payment processing compliant with industry standards.

The project's success hinges on meticulous planning, effective collaboration, and proactive risk management. Key stakeholders include XYZ Solutions Inc., partnered restaurants, restaurant managers, customers, and the project team. The project timeline, milestones, and budget have been carefully outlined to ensure timely delivery within allocated resources. Potential threats such as system downtime, security breaches, and negative customer feedback are addressed through robust mitigation strategies. Furthermore, the project presents various opportunities for enhanced customer engagement, collaborative partnerships, and innovation in menu offerings.

In summary, the Restaurant Management and Ordering project holds significant promise for modernizing restaurant operations, enhancing customer experiences, and maintaining competitiveness in the food service industry. Realizing these objectives requires a concerted effort from all stakeholders, adherence to project timelines, and proactive risk management to ensure successful implementation and long-term viability.