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| --- | --- | --- | --- | --- |
| Identifier | Stakeholder | Action | as is | Problems |
| DOO\_02 | Courier | delivery the orders | + | A large amount of work |
| DOO\_02 | Courier |  | + | Errors in data transmission |
| DOO\_02 | Courier |  | + | Poorly structured processes |
| DOO\_03 | Customer | take an order | + | long wait for an order |
| DOO\_03 | Customer |  | + | Errors in data transmission |
| DOO\_03 | Customer |  | + | limited customer support |
| DOO\_03 | Customer |  | + | Incorrect order assembly |
| DOO\_04 | Store/catarer | assembling the order | + | Poorly structured processes |
| DOO\_04 |  |  | + | Inability to contact the client directly |
| DOO\_05 | Operator | processing and transmission of information on the order | + | High order volumes causing operator overload |
| DOO\_05 | Operator |  | + | Errors during manual data entry |
| DOO\_05 | Operator |  | + | Lack of automation it the data entry process for orders from caterers |
| DOO\_06 | Dispatcher | tracking order statuses | + | Delays in updating delivery statuses |
| DOO\_06 | Dispatcher | tracking the location of couriers | + | Difficulty monitoring all couriers in real time |
| DOO\_07 | Accounting department | accrual of salaries to couriers | + | Errors in payment calculations |
| DOO\_07 | Accounting department | settlement with catarers | + | Difficulties with manual data entry |
| DOO\_08 | Administrator | access rights | + | Error in setting up access permissions |
| DOO\_08 | Administrator | registered the couriers | + | Challenges with system updates and scalling |
| DOO\_10 | Investors | monetary investments | + | Insufficient detail in the business plan |
|  |  |  | + | High competiton |
|  |  |  | + | Risks of low liquidity or losses in the early stages |