UNIVERSITÀ DEGLI STUDI DI MILAN

"VEGGIE"
VEG BURGER RESTAURANT
Business Process Engineering

KHUSHBOO CHAUHAN

Abstract

Imagine walking into your favorite veg burger restaurant. With the help of BPMN software, we can model the entire process of how your delicious meal gets from our kitchen to your table. Here's a glimpse into the journey of your customized veg burger.

You start by selecting your perfect veg burger from our menu, tailored exactly to your preferences. Once you've placed your order, our dedicated staff springs into action. We promptly accept your payment and begin preparing your meal. Our skilled chefs grill the vegetarian patties to perfection and carefully assemble your burger with fresh ingredients. Finally, our team ensures your scrumptious veg burger is delivered to you hot and fresh.

This BPMN diagram example captures each step of our order processing, showcasing how we strive to provide you with a delightful dining experience every time.

CONTENT

INTRODUCTION

In today's fast-paced world, enjoying a delicious, wholesome meal should be simple and stress-free. At our veg burger restaurant, we are passionate about delivering not just food, but an experience that delights every customer. The journey of crafting the perfect veg burger is a coordinated effort that starts the moment you place your order.

Using Business Process Model and Notation (BPMN) software, we meticulously map out each step of our order process to ensure efficiency and consistency. This powerful tool helps us visualize and optimize how we accept orders, prepare food, and serve our customers. From the first sizzle of the veggie patty on the grill to the final assembly of your burger, every stage is designed with care and precision.

Our goal is to provide a seamless, enjoyable experience, ensuring that each veg burger meets our high standards of quality and taste. By leveraging BPMN software, we can continually refine our processes to better serve you. This introduction offers an insight into how we bring your favorite veg burger to life, making every visit to our restaurant a satisfying and memorable one.

2. PROCESS

CUSTOMERS:
They are the individuals who are craving for a vegetarian or vegan burger. They either arrive in the restaurant and order through the kiosk machines present in the restaurant or order through the online App where they need to register if they are using it for the first time, if not they can directly login. After browsing through the menu, they can choose the items and payment can be done using online payment mode.

VEGGIE
The Restaurant which provides a wide variety of vegetarian and vegan burgers even at your doorsteps. The Burgers are specially curated according to the different tastes of the people from all over the world.

 KITCHEN
After the payment is done the kitchen employee get the order list after which they prepare the burger and pack it in very hygienic way.

EMPLOYEE AT THE COUNTER
After receiving the burgers from the Kitchen the Burgers along with the side drinks are packed or laid on the tray for the Customers. Then the customer is notified on the display as well as on the registered no. with the completion of order. As the customer arrives the Employee confirms the order no. and hands the order to customer. If the order is for delivery the employee hands it over to the delivery boy

DELIVERY BOY AT VEGGIE
They carefully collect the order from the counter and check the address and try to deliver the burger as soon as possible to the customer.

DETAILED STEPS INVOLVED

Craving a Delicious Burger- place an order at VEGGIE

The journey begins when a customer, eager for a tasty veg burger, steps into our restaurant and oder via kiosks or places an order via our app or website. The excitement of indulging in a freshly made burger sets the tone for a delightful dining experience.

Selecting a Burger

The customer browses the menu, thoughtfully choosing their desired veg burger from a variety of options. They might select a classic veggie patty, a spicy black bean burger, or a signature spinach cream mushroom and lentil creation, customized with their preferred toppings and sauces.

Placing the Order

Once the customer has made their choice, the details of the order, along with the customer's information, are carefully entered by the restaurant staff or through the digital ordering system. This step ensures that the order is accurate and personalized to the customer's taste.

Initiating Payment

With the order details confirmed, the system prompts the customer to proceed to payment for their selected burger, solidifying their commitment to the purchase.

Selecting Payment Method

Customers are presented with multiple payment options, allowing them to choose their preferred method. They can opt for a quick and secure card transaction, use a digital wallet, or go for the traditional cash exchange, catering to different preferences and conveniences.

Processing Card Payment

For customers using card transactions, the system securely processes the payment, ensuring a smooth and efficient financial transaction. Encryption and secure channels provide peace of mind for the customer.

Handling Cash Payment

Customers choosing to pay with cash engage in a traditional transaction handled with care. The restaurant staff receives the cash and prepares for the next steps in order fulfillment.

Issuing the Bill

The order details, along with the total amount due, are presented to the customer in the form of a bill, ensuring transparency and clarity in the transaction.

Assigning an Order Number

Each bill is uniquely tagged with an order number, creating a seamless reference point for tracking and communication throughout the order fulfillment process.

Grilling the Burger

The culinary journey begins in the kitchen as the staff expertly grills the chosen veg burger, infusing it with the perfect blend of flavours and aromas.

Following recipe guidelines, the various components of the burger are assembled with precision. Fresh vegetables, sauces, and the perfectly grilled patty are combined to create a harmonious and delicious burger.

Packaging the Burger

The completed veg burger, now a culinary masterpiece, is carefully wrapped in paper, preserving its freshness and preparing it for delivery to the customer.

Packaging the Order

The completed veg burger, along with the other sides requested are packed carefully by the employee.

Notifying Order Completion

The system signals that the order is complete, setting the stage for the final steps in the customer service process.

Order Completion Event

A real-time notification is triggered, updating the status of the order and ensuring a smooth transition to the delivery phase.

Confirming the Order

Staff approach the customer to confirm their order, adding a personalized touch to the service experience and ensuring that the correct order is being delivered.

Delivering the Burger

With all checks completed, the carefully packaged veg burger is handed over to the customer, or to the delivery boy, who takes it to the customer marking the successful completion of the order fulfillment process.

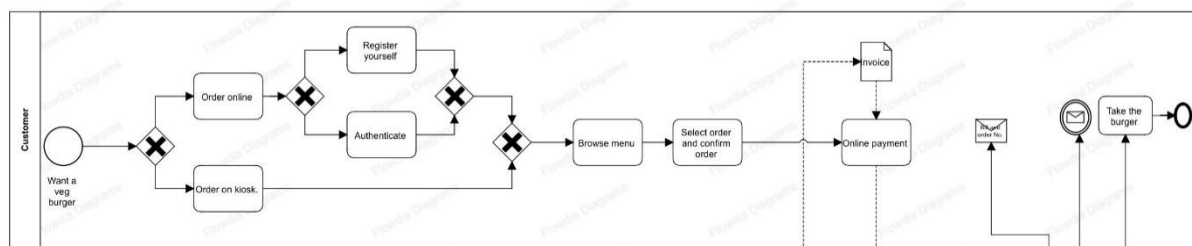# 3.BPMN diagram

COMPLETE PROCESS

Fig 1: BPMN diagram

CUSTOMER

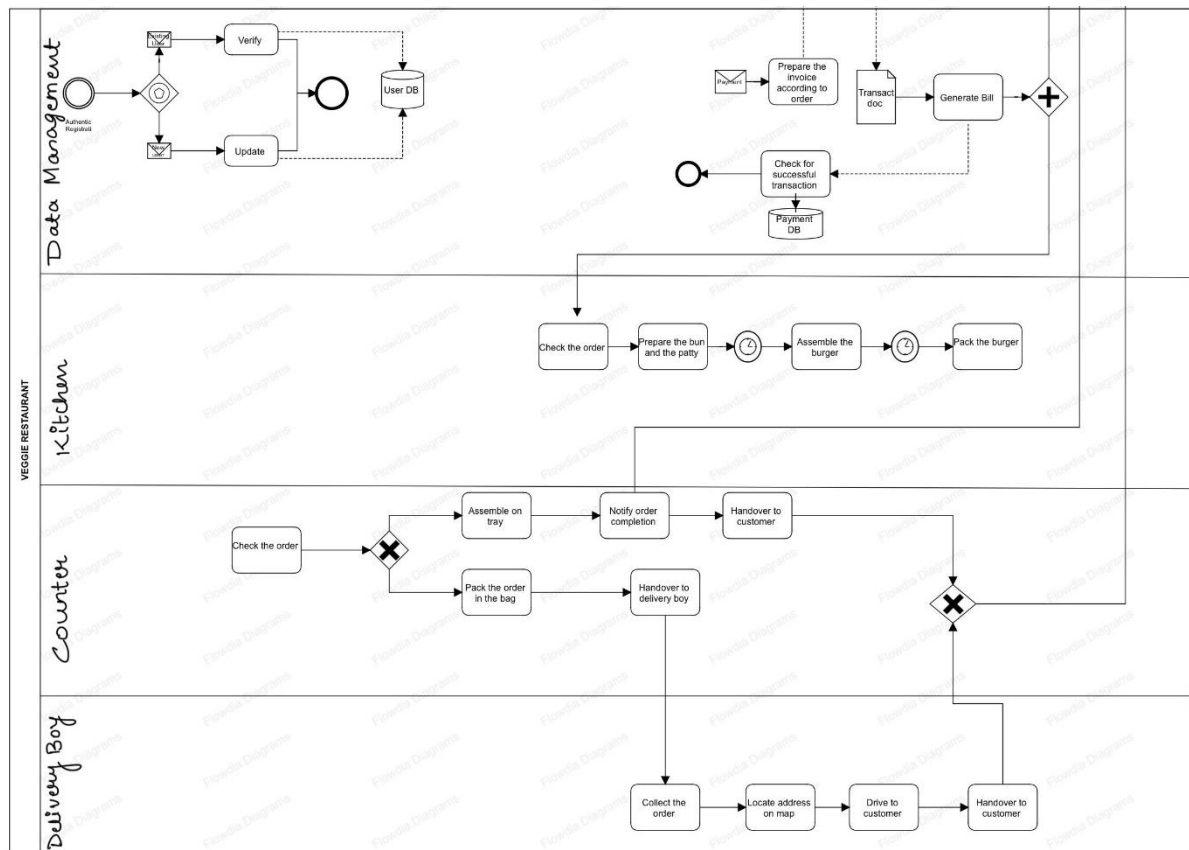Fig 2: Business flow for Customer

VEGGIE RESTAURANT

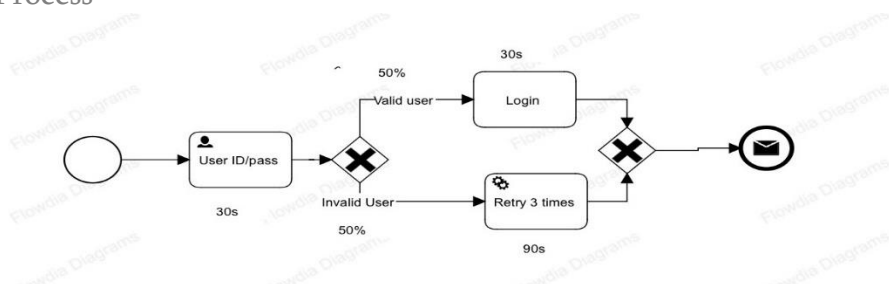Fig 3: Business flow for VEGGIE

SUB PROCESSES

Sign In Process

Fig 4: Sign In BPMN diagram

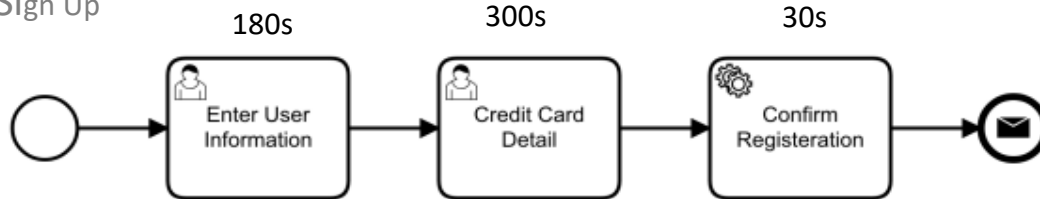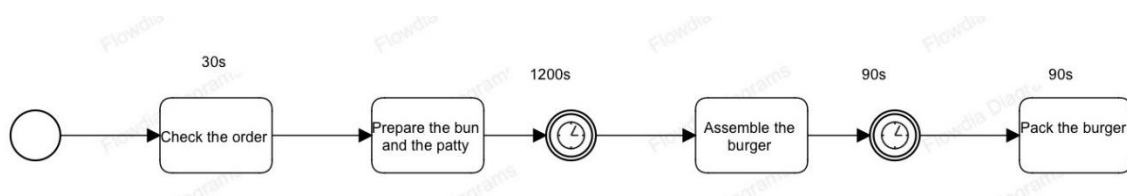Processing Time = 30s + max (0.5*30, 0.5*90) = 75 seconds

180s 300s 30s

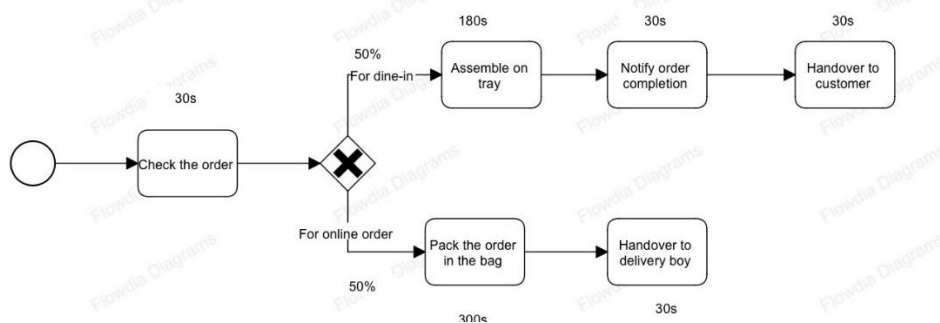Fig 5: Sign Up BPMN diagram

Processing Time = 180s + 300s + 30s = 510 seconds

The Kitchen

Processing Time = 30s + 1200s+ 90s+ 90s = 1410 seconds

The counter

Processing Time = 30s + max (0.5*(180s+30s+30s), 0.5*(300s+30s)) = 195 seconds

VALUE MODEL

VALUE ACTORS

• Customer - Market Segment actor who orders the Burger. The Customer gets the order number and the burger for a cost. The Customer returns the value by payment. Customer receives order either from restaurant or delivery boy

• Restaurant - Actor who collects the order and packs it for the payment for the customer and sends the further pay developer and cook for their products like app and cooked burger respectively. It also hands out the order either to customer or the delivery boy

• Delivery boy- the actors here who deliver the burger to the customer

 • Cook- the Actor who receives the preparation of the burger from restaurant for a cost and cooks the burger.

• Developer- the Actor who developed and maintains the App and Kiosk for the restaurant for a payment
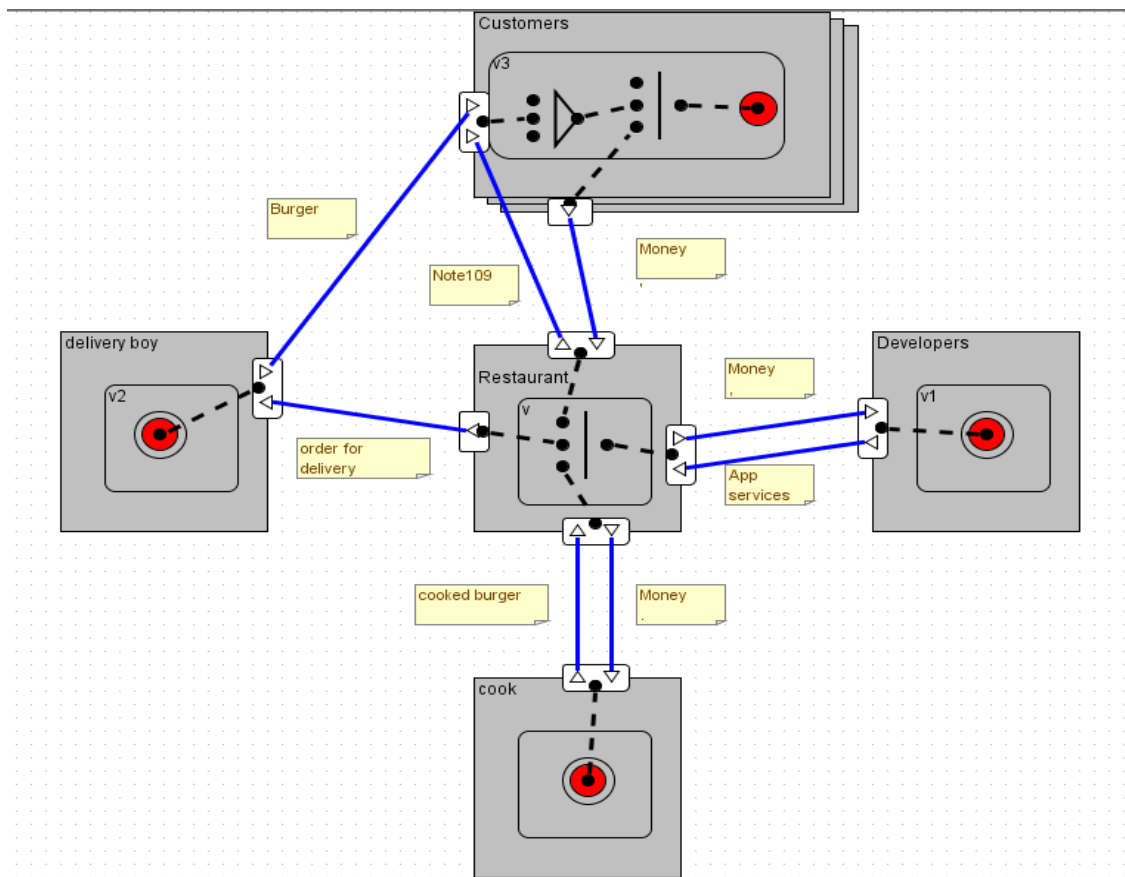
VALUE MODEL

Fig 6: Value Diagram