Food Management System

Target-Organization Assessment

Version 1.0

Revision History

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Target-Organization Assessment

# Introduction

## Purpose

The purpose of this Target-Organization Assessment is used by the Business-Process Analyst as a basis for configuring the business modeling discipline for the Food Management System of TAT Restaurant. The Target-Organization Assessment is also used to explain to the stakeholders why there is a need to change the business process, to create motivation and a common understanding among the people in shop that are directly or indirectly affected.

## Scope

The scope of this Target-Organization Assessment is associated with the Food Management System to be deployed. The Target-Organization Assessment describes the current status of the restaurant. The description is in terms of current processes, tools, peoples' competencies, peoples' attitudes, customers, competitors, technical trends, problems, and improvement areas. The Development Case and Iteration Plans are directly influenced by this document.

## Definitions, Acronyms, and Abbreviations

FMS – Food Management System

## References

## Overview

The rest of the Target-Organization Assessment including business context, business ideas and strategies in the given context, internal, external factors of Starbucks organization, benchmarking, performance classifying and assessment conclusion. Business context is a brief description of the business domain in which the restaurant operated. The external factors and internal factors of the restaurant are also inspected and evaluated. The business process of the organization is then benchmarked precisely base on the analyzed factors, which lead to conclusion for various criteria of computer shop current business model*.*

# Business Context

# Business Ideas and Strategies in the Project Context

The restaurant is growing in business needs more developments keep track with the customers.

Base on the discussed above, it can be seen that the main object of the restaurant business strategies is to have a food management system. The specified strategies rely mostly on creating a convenient food management system*.*

# External Factors

## Customers

- Students

- Adults

## Competitors

Recently many restaurant has been opened all around the capital such as:Non, Cobaco, Simisi, …which have the same purposes and business model: selling food for customers. Those restaurant are the real competitors of our restaurant in the food market nowsaday.

## Other Stakeholders

- Suppliers

- Investors

# Internal Factors

## Business Processes

There are 3 business processes:

- Request when food are not existed

- Buy food when food are existed

- Import food

## Supporting Tools

TDB.

## Internal Organization

At the restaurant, owner is responsible to invest, manage food as well as a staff who sale food daily. The restaurant open from 9:00 am to 7:00 pm, and close in special days, sometimes in the weekends.

There are many kinds of food for sale. Each kind has many food that is marked with unique code. Each kind of food will be put in distinct position in shopd. The information about of food includes: type, name, materials,…. For customers who buy, customers will choose the food in the food-stand and send request to owner of the shop. Then customers will pay money for owner. Sometimes, customer cannot find a food they want, customer can order to owner what in food-catalogue. Next owner can ask supplier to import food that is not existed in shop. All information related to transaction is written in paper by owner, daily. Owner reports and statistic the number of food that was sole and makes decision how many food he/she should import.

## Competencies, Skills, and Attitudes

TDB.

## Capacity for Change

TDB

# Benchmarking Results

- Impacts of Political Factors on restaurant

- Impacts of Economic Factors on restaurant

- Impacts of Technological Factors on restaurant

- Impacts of Legal Factors on restaurant

# Performance of Target Organization

TDB.

# Assessment Conclusion

## Problems Areas

- Expensive dishes

- Increased Competition

- Changing consumer lifestyle choices

## Applicable New Technologies

With the ever-growing of restaurant customer base, it is necessary to develop a FMS that is capable of enhancing customer’s satisfaction for the firm. The primary goal of FMS is to integrate and automate sales, marketing, and customer support; thus, nullify the mentioned obstacles. Building a hi-tech FMS help to improve business relationships with customers, specifically focusing on customer retention, and ultimately to drive sales growth.