Assignment 2.1

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Make a srs consisting of Preliminary investigation, Intro, Questionnaire, feasibility study for a restaurant delivery management sysytem

Preliminay Investigation: currently the system works in such a way that the customer has place the order through the phone call or take away orders from the restaurant and there are third party app to get the food delivery done. This current system has many limitations to it, like the order handline issue then there are delayed deliveries from the third-party or the restaurant own delivery too, then customer does not get real-time notifications on where its order is when will it arrive and all, the restaurant also loses there good share of many through the third party delivery apps and lastly there are many cases when the food is ordered it is either dissatisfactory or not even the thing that you order just because there is a communication gap between the restaurant and delivery apps.

intro : Now from our preliminary investigation, it is very clear that the current system which is used for restaurant delivery is very poor and insufficient for the current needs. To improve the current system, we are proposing a new system which will be sufficient for the current needs of both customers and restaurant owners. Our plan is to automate the order taking and order confirmation process, also the major relief for customer would be via implementing real time order tracking, creating a platform for restaurants to manage their delivery with very less commission, also with this improving the communication gap between the restaurant and the delivery partner, also implementing e-payments system to reduce the cash error which happens at the delivery time. Our aim is to make the delivery system faster, more accurate and as customer friendly as possible.

questionaire :

1. Do you face difficulties while placing orders through the current system (phone calls, take-away, or third-party apps)?
2. Have you ever experienced order mishandling or receiving food items different from what you originally ordered?
3. Do delayed deliveries occur frequently when using third-party apps or even with the restaurant's own delivery service?
4. How important is it for you as a customer to receive real-time notifications about your order status (e.g., preparation, dispatch, and delivery time)?
5. As a customer, do you feel that lack of proper communication between restaurants and delivery partners affects your overall experience?
6. Do you think restaurants lose out financially due to the high commission charged by third-party delivery apps?

7. Would you prefer a delivery system where the restaurant manages its own deliveries with lower or no extra commission charges?
8. How much would you value an automated order-taking and confirmation system that reduces manual errors?
9. Do you believe that introducing an e-payment system will reduce confusion and errors compared to cash-on-delivery transactions?
10. Would you prefer a system that ensures faster, more accurate, and transparent delivery compared to the current options available?

feasibility :

Technical : The proposed restaurant delivery management system is technically feasible with current technology. It will be developed as a web and mobile application, integrating features like automated order-taking, real-time order tracking, and secure e-payments. GPS APIs will enable live tracking, payment gateways will handle transactions, and cloud-based databases with REST APIs will manage customer and order data efficiently. Communication between restaurants and delivery staff can be improved through in-app notifications and messaging. With smartphones, stable internet, and affordable hosting already in place, the system's implementation is both practical and achievable

Organisational: The proposed system is organisationally feasible as it aligns well with existing restaurant practices. Staff training requirements will be minimal since the platform will be designed with a simple and user-friendly interface. Customers are already accustomed to digital ordering through third-party apps, so adopting the new system will be smooth and convenient. Restaurants will gain financial advantages by reducing their reliance on high-commission delivery platforms, allowing them to retain more profit. At the same time, improved accuracy, faster deliveries, and transparent tracking will enhance customer satisfaction, supporting long-term business growth and sustainability.

Economical: The proposed system is Economically feasible as the system is cost-effective as the benefits are greater than the setup costs. Restaurants will save money by avoiding high third-party commissions and increase profits. A faster, reliable service will boost customer satisfaction and repeat orders, ensuring long-term financial success.