

Business Requirements Document (BRD)

Project Title: Canteen Ordering System (COS)

Client: Unilever UK Offices

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1. Executive Summary

Unilever's UK offices accommodate approximately 1,500 employees across 12 floors, supported by two canteens. The current manual lunch ordering process leads to significant inefficiencies, including prolonged wait times, food wastage, and decreased employee satisfaction. The proposed *Canteen Ordering System (COS)* aims to digitize the lunch ordering process, enhancing operational efficiency and employee experience.

2. Business Objectives

- **Reduce Food Wastage:** Achieve a minimum 30% reduction in food wastage within six months post-implementation.
- **Decrease Operating Costs:** Lower canteen operational expenses by 15% within 12 months.
- **Enhance Productivity:** Increase effective work time by 30 minutes per employee per day within three months.
- **Improve Employee Satisfaction:** Elevate satisfaction levels concerning meal quality and availability.

3. Needs Statement

The manual lunch ordering system results in:

- Extended waiting periods during peak hours.
- Limited availability of preferred food items.
- Increased food wastage due to overproduction.
- Reduced employee productivity and satisfaction.

Implementing a digital ordering system will address these challenges by streamlining the ordering process, ensuring meal availability, and optimizing food preparation.

4. Project Scope

In-Scope:

- Development of a web-based lunch ordering platform accessible to all employees.
- Daily menu management by canteen staff.
- Order placement functionality with a cutoff time of 11:00 AM.
- Integration with payroll for automatic salary deductions.
- Delivery tracking and feedback collection mechanisms.
- Reporting tools for management insights.

Out-of-Scope:

- Mobile application development (considered for future phases).
- Integration with third-party food vendors.
- Real-time payment processing through external gateways.

5. Stakeholders

Stakeholder Role	Name/Title	Responsibility
Project Sponsor	Unilever HR & Admin Heads	Project funding and oversight
End Users	Unilever Employees	Utilize the ordering system
Canteen Managers	Operations Supervisors	Menu management and order processing
Delivery Personnel	Assigned Staff	Meal delivery to employee workstations
Payroll Department	Finance Team	Salary deductions for meal payments
IT Department	Internal IT Support	System maintenance and support

6. Functional Requirements

- **Menu Display:** Daily updated menu with item descriptions and prices.
- **Order Placement:** Employees can select and modify orders before the 11:00 AM cutoff.
- **Order Confirmation:** Post-cutoff, orders are locked for processing.
- **Delivery Management:** Tracking of meal deliveries to respective workstations.
- **Feedback Collection:** Post-delivery feedback mechanism for continuous improvement.
- **Reporting:** Generation of reports on sales, popular items, and employee satisfaction.

7. Non-Functional Requirements

- **Performance:** System should support concurrent access by up to 1,500 users without degradation.
- **Usability:** Intuitive user interface requiring minimal training.
- **Availability:** System uptime of 99.5% during operational hours.
- **Security:** Compliance with Unilever's IT security policies, including data encryption and secure authentication.

8. Assumptions

- Employees have access to company-provided computers during working hours.
- All employees will enroll in the salary deduction program for meal payments.
- Adequate infrastructure is available to support the new system.

9. Constraints

- Orders must be placed by 11:00 AM daily to ensure timely preparation and delivery.
- The system must be compatible with existing Unilever IT infrastructure.
- Budgetary constraints limit the initial development to a web-based platform only.

10. Cost-Benefit Analysis

Estimated Costs:

- **Development:** £50,000
- **Training:** £5,000
- **Maintenance (Annual):** £10,000

Anticipated Benefits:

- **Reduced Food Wastage:** Savings of approximately £15,000 annually.
- **Increased Productivity:** Estimated value of regained work time is £100,000 annually.
- **Operational Efficiency:** Reduction in staffing needs, saving £20,000 annually.