KPIs and Metrics

KPI (Key Performance Indicator)	Metric Definition	Target Value
Employee Order Adoption Rate	% of employees placing orders via the system daily	80%+ daily users
Order Processing Time	Average time taken to place an order	< 2 seconds
Delivery Accuracy	% of orders delivered correctly	98% accuracy
Feedback Collection Rate	% of delivered orders receiving feedback	60% feedback submission
Monthly Revenue from Canteen	Total value of canteen sales per month	£100,000+
System Uptime	Availability of the application	99.9% uptime
Payroll Deduction Accuracy	% of deductions processed without error	100% accuracy

Business Problem and Pain Points

Business Problem	Pain Points Before COS
Inefficient manual canteen order management	Employees standing in queues causing delays
Payroll handling for canteen purchases is manual	Manual calculation errors in salary deduction
Lack of order tracking	Employees uncertain if orders were prepared/delivered
Feedback about food quality was missing	No structured system to gather feedback for quality improvement
Canteen stock planning was poor	No forecasting; led to food wastage or shortages

How We Solved It (COS Solution Mapping)

Pain Point	COS Solution
Queues and manual orders	Introduced online ordering via desktop web app
Manual payment errors	Automated payroll API integration
Delivery confusion	Live delivery tracking module added
No structured feedback	Feedback form after every order
Stock mismanagement	Order consolidation at 11:00 AM daily for stock planning

User Stories

(Written in standard *Agile* format: As a [role], I want [feature] so that [reason])

ID	User Story
US001	As an Employee, I want to view today's menu so that I can decide what to order easily.
US002	As an Employee, I want to place my lunch order before 11:00 AM so that my food is prepared in time.
US003	As an Employee, I want to track my order status so that I know when it will arrive.
US004	As an Employee, I want to give feedback after receiving my meal so that my opinion helps improve food quality.
US005	As a Canteen Staff, I want to consolidate all orders after 11:00 AM so that we can prepare meals efficiently.
US006	As a Delivery Personnel, I want to update delivery status so that employees can track their order.
US007	As an Admin, I want to view daily sales and feedback reports so that I can manage canteen performance.
US008	As a Payroll Officer, I want a monthly summary report so that I can deduct canteen amounts accurately from salaries.

Acceptance Criteria for User Stories

(Real-world acceptance criteria — very important for development + QA)

User Story ID	Acceptance Criteria
US001	Employee must see the menu dynamically updated daily by 8:00 AM.
US002	Employees can place, update, or cancel orders only until 11:00 AM.
US003	Employees can view order status ("Preparing", "Out for Delivery", "Delivered") in real-time.
US004	After delivery is marked "Delivered", a feedback form automatically appears.

User Story ID	Acceptance Criteria
US005	Menu changes are locked at 11:00 AM; order consolidation report is downloadable by staff.
US006	Delivery personnel can update status via mobile-optimized screen in 2 clicks.
US007	Admin dashboard shows sales, top dishes, and average feedback score.
US008	Payroll report includes Employee ID, Name, Order Total, and is generated on the 25th of every month automatically.

Project Plan (Phases + Timeline)

Phase	Task	Timeline	Owner
1. Initiation	Requirement Gathering & BRD Finalization	2 weeks	BA Team
2. Planning	SRS, FRD, UI Wireframes	2 weeks	BA + UI/UX Team
3. Design	System Architecture & API Specs	2 weeks	Architects
4. Development	Frontend + Backend Development (Sprints)	6 weeks	Dev Team
5. Testing	Functional + UAT Testing	3 weeks	QA Team
6. Deployment	Deploy on Production Environment	1 week	DevOps
7. Post Go-Live Support	Hypercare and Feedback Collection	2 weeks	Support Team

RACI Matrix (Roles & Responsibilities)

Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
BRD Finalization	Business Analyst	Project Manager	Client, Sales Team	Stakeholders
UI Wireframes Creation	UI/UX Designer	Product Owner	BA Team	Client
Database Schema Design	Solution Architect	Tech Lead	Backend Team	PM
Frontend Development	Frontend Developers	Tech Lead	UI/UX Designer	BA
Backend Development	Backend Developers	Tech Lead	Solution Architect	BA
API Integration with Payroll	Backend Developers	Tech Lead	Payroll Officer	PM
Functional Testing	QA Engineers	QA Lead	BA Team	Developers
UAT (User Acceptance Testing)	Client Team	Client Manager	QA Team	BA
Deployment to Production	DevOps Engineers	Tech Lead	PM	Stakeholders
Post-Go Live Support	Support Team	Support Lead	Client Team	PM

Risk Management Plan

Risk	Likelihood	Impact	Mitigation Plan
Delay in BRD approval	Medium	High	Conduct early workshops; involve client continuously
API integration issues with Payroll	High	High	Arrange API documentation early; plan API testing in sprints
Employee resistance to adopting system	High	Medium	Conduct employee training sessions and pilot runs
Food quality complaints spike	Medium	Medium	Add feedback feature and monitor it closely post-launch
Tech Stack challenges (new tech)	Medium	High	Hire/consult senior engineers with experience
Server Downtime	Low	High	Deploy cloud servers with high availability and backups

Sprint Backlog (Sample Agile View)

Sprint	Tasks
Sprint 1	- Setup frontend environment - Create Login & Menu Viewing Pages - Build basic backend APIs (User Auth, Menu Fetch)
Sprint 2	- Develop Ordering Functionality - Implement Order Cutoff Logic (11:00 AM lock) - Create Admin Dashboard (Orders Summary)
Sprint 3	- Integrate Payroll API - Enable Delivery Tracking - Develop Feedback Form

Sprint   Tasks

     - Testing Phase (Unit Testing + UAT)
Sprint 4 - Bug Fixing
     - Performance Optimization

     - Final Deployment
Sprint 5 - Post-Go Live Monitoring
     - User Training & Handholding Sessions