



Closeout Report: Tablet Rollout

Project Summary

- We aimed to improve current restaurant operations by implementing a digital menu and a guest-facing point-of-sale (POS) system, project implementation was by the end of Q2 followed by a pilot phase in Q3.

Methodology

- Waterfall
- During the launch phase we approached in a more agile way with aim to get the best client result possible

Results

Performance Baseline:

	Planned	Actual	Notes
Actual Project Schedule vs Planned	Launch on Apr. 23	Launched on Apr. 23	We were able to launch on the day we wanted, but had to accelerate our tasks due to delays
Actual Project Cost vs Planned	Training materials and fees: \$10,000 Hardware and software implementation across	Training materials and fees: \$7,486 Hardware and software implementation across	Overall, we nearly matched our budget

	locations: \$30,000 Maintenance (IT fees): \$5,000 Updated website and menu design fee: \$5,000 Other customization fees: \$550	locations: \$36,000 annually Maintenance (IT fees): \$0 (included with hardware order subscription) Updated website and menu design fee: \$4,250 Other customization fees: \$578	
Planned Scope vs Delivered Scope	<p>Install tablets at two restaurant locations</p> <p>Launch at the beginning of Q2 (April 1)</p> <p>Create a plan for how to train staff on the new system</p>	<p>Physically installed tablets at two restaurant locations via electrician</p> <p>Added menus, coupons, branding, and additional content to tablets</p> <p>Integrated tablets with POS system</p> <p>Negotiated with tablet vendor over timing</p> <p>Created a plan for training</p> <p>Managed waitstaff expectations and concerns</p> <p>Trained BOH and FOH</p> <p>Created system for maintenance/locking</p> <p>Implemented system of surveying and measuring customer satisfaction</p>	<p>We didn't realize how many moving pieces we were going to encounter</p>

Key Accomplishments:

- Project archived its initial goals
- After pilot launch, we identified and eliminated problems with:
 - Table turn time
 - Cash payment option
 - Incorrect orders
- We have met all our requirements

Lessons Learned

- Close cooperation with vendors in terms of future contract changes
- Onsite process had to be revised multiple times
- Different type of customer and approach for both locations, mapping it earlier would

bring better understanding

Next Steps

- Tablets maintenance process
- New locations rollout
- Continue order accuracy improvement process
- Continue with feedback surveys

Project Documentation Archive

- [\[link the project proposal\]](#)
- [\[link the project charter\]](#)
- [\[link the project plan\]](#)
- [\[link the evaluation findings presentation\]](#)