Taking Food-Delivery a Step Forward

Developing a Product

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Project
Blueprint

Activity Map

Sprint Meeting

Sprint Goal	
Enable the restaurant service craft take the order in the app and assign it to the delivery person to take it to the hub. The whole process will be steered through an app and the food will be delivered by a robot.	
Sprint Backlog	
1	As a restaurant service craft I want to receive orders electronically and steer every step of the preparation via app, so that we keep track of incoming order and with one click send them for preparation.
2	As a restaurant service craft I want to assign the order to a dasher, to take it to the hub, so that we keep track in the app who takes the order to the hub and how many available dasher we have at the moment.
3	As a restaurant service craft I want to be able to track the order in real time in the middle mile journey, as well as in all of the delivery phases, so that we can calculate the delivery time at any moment and to notice delays in real time.
4	As a restaurant financial services craft I want to be able to see the payments the customers made for the orders, so that we keep track of income and if something goes wrong with payments.
5	As a restaurant management we want to be able to see reviews from customers, so that we can improve our services.
Sprint Prioritization Logic	

- **Deliver with a maximum value for the restaurant and customers, with the minimum necessary efforts**
- **Prioritized riskier work that involves API integration ahead**

User Story 1

User Story	As a restaurant service craft I want to receive orders electronically and steer every step of the preparation via app, so that we keep track of incoming order and with one click send them for preparation.
Design	Figma Design 1
Acceptance Criteria	• The restaurant staff member sees LIST OF INCOMING ORDERS in the screen and clicks on it (Pre-condition is that they click SEE ORDERS in the previous screen • In list of incoming orders their contents are shown and here there is the option SEND TO KITCHEN • Multiple tracking devices are not supported • Available only in App Non-functional requirements: each page must load within 2 secs Negative scenarios: User tries to assign `SEE STATUS´ by clicking on the button next to SEND TO KITCHEN BUTTON. If the order hasn't been sent to kitchen yet: 1.The message about the status requirements is displayed (that the order hasn't been sent to kitchen yet). 2.The assignment is not processed.
Assumptions	• All the orders will land automatically in the account of each registered restaurant • User language is English

User Story 2

User Story	As a restaurant service craft I want to assign the order to a dasher, to take it to the hub, so that we keep track in the app who takes the order to the hub and how many available dasher we have at the moment.
Design	Figma Design 2
Acceptance Criteria	• The restaurants staff member clicks on the COMPLETED ORDERS on the screen • The staff member is taken to the next screen with the list of completed orders by clicking ASSIGN TO DASHER on the screen under each order will be able to select a dasher on the next screen • Multiple tracking devices are not supported • Available only in App Non-functional requirements: each page must load within 2 secs Negative scenarios: User tries to assign `in progress´ order to a dasher 1.The message about the assignment requirements is displayed. 2.The assignment is not processed.
Assumptions	The order has been completed and notified by the kitschen staff

Decoding API Documentation

Taking Food-Delivery a Step Forward Project

Based on the API documentation how would you update your solution and design?	Doordash Drive API • use the Distance Matrix API for biking • Create a delivery by making a request to the Drive API • Get the status of your delivery by making a request to the Drive API
Based on your high-level understanding of the API documentation, are there any details that you want to discuss with engineering to refine solution and/or determine feasibility	• Since the journey of the order uses partially bikes and robots, can we use the Distance Matrix for biking on the robots? • How can we prevent that the robot hits a dead end and how can it automatically get out of that dead end?

Re-prioritize Sprint Backlog

Issue 1: Landing Page loading too slow

Determine impact and criticality to prioritize issue	• Slow loading time=lower conversion rates, determined by metrics • Increased bounce rate Criticality: Major. Slow loading times of a page are very frustrating to users and impact greatly on the user experience and decrease the conversion rates because users give up and leave the page.
Next Steps **You would carry out typically using JIRA (ticketing tool), communication channel (Slack)**	• Create JIRA Ticket/via Conversational Ticketing between agents and help-seekers on a chat platform like Slack or Microsoft Teams • Priority set to HIGH • Establish triage channel/team within Slack or Microsoft Teams workspace
Would you take additional steps ?	• Proactiviely discuss with engineers and QA about similar future issues and how they can be avoided • Share information with stakeholders and help inform their long-term and response planning

Issue 2: Misaligned fields in Profile Settings

Determine impact and criticality to prioritize issue	● User's decision to cmplete an action depends on a comfortable process Criticality: Minor. Since the rate of visitors is 2% a month and the issue is not causing functional difficulties.
Next Steps use ticketing tool (JIRA), and communication channel (Slack)	• Create JIRA Ticket/via Conversational Ticketing between agents and help-seekers on a chat platform like Slack or Microsoft Teams • Priority set to MEDIUM • Establish triage channel/team within Slack or Microsoft Teams workspace

Respond to Customer Service Manager's Email

Determine impact and criticality to prioritize the issue (1 - Critical; 2 - High; 3 - Normal; 4 - Low)

- Action not completed/order not placed, since the user is not able to log in, seen in lower conversion rate
- Increased contacts in customers service, impacting the service level

Priority: Critical

**Next Steps
You would carry out typically using JIRA (ticketing tool), communication channel (Slack)**

- Create JIRA Ticket/via Conversational Ticketing between agents and help-seekers on a chat platform like Slack or Microsoft Teams
- Priority set to HIGH
- Establish triage channel/team within Slack or Microsoft Teams workspace

Sample Email Response

Dear Customer Service Manager,
Right now customers are not able to reset their password using the "password forgotten" function because the e-mail is not delivered although triggered and sent
Reason is…
Solution will be…
Kind regards,

Handle Potentially Difficult Situations

Respond to CEO or GM's request via email

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Assessment and result	- Check the percentage of functionality of the feature and determine the stability, determine the bugs and outstanding tickets for the QA - Reqest creation of a testing account - Request setting up a staging envrionment
Sample Email Response	Dear CEO, As requested we have created the test account and the staging environment. The feature is 65% functional and due to the ongoing changes, it is still not fully stable. Our team is currently working on the following tickets and bug fixes:……. And they affect the following functionalities:……… A fully functional and stable feature will be available on…. Kind regards,
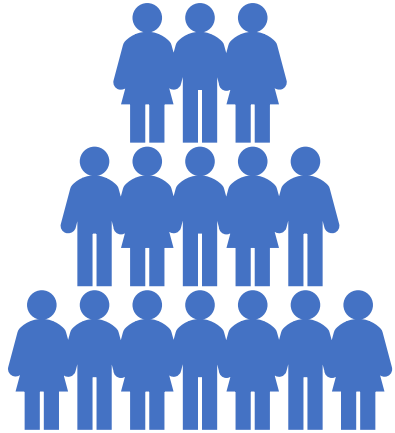
Step-in and guide the scrum team at stand up

Video Response	Video 1
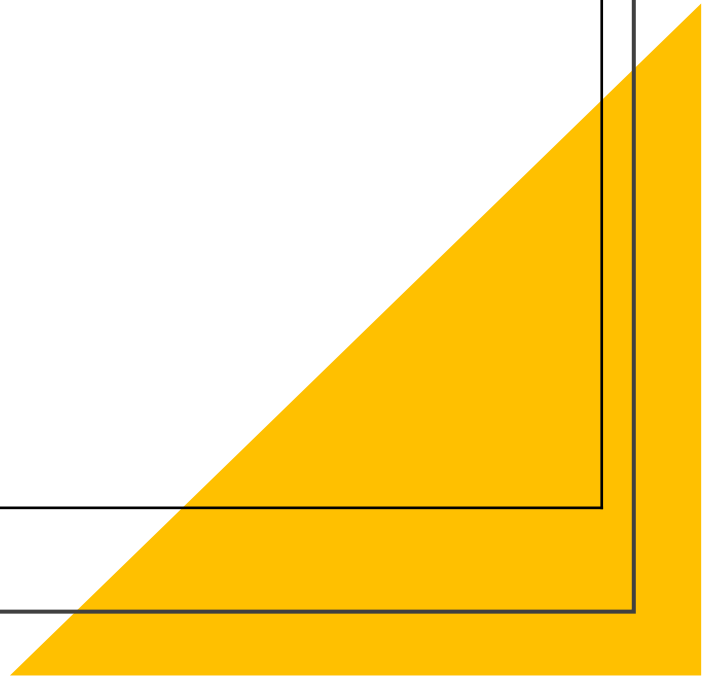
Handling Resource Constraints

List 2- 3 activities that you would carry out as a PM to unblock the scrum team immediately ?	• ask for self-organisation of the developpers, if the developpers can solve the issues themselves • Apply cross-functionality across all teams so that they can overtake some tasks
Since the QA team member is shared across multiple projects, how would you coordinate with other PMs to de-risk your project and raise appropriate visibility ?	• Gather input from all stakeholders • assess the impact and severity of risk among related projects in the organization • consider containment or contingency strategies for each risk
Since there is a potential risk, it is important to raise visibility amongst appropriate stakeholders	• Product owner • Management (CEO) • Legal Team • Customers • All financially involved parties
	• Negotiated: announce the good news and set up a plan to meet the new deadline • Non-negotiated: allow everyone to share their thoughts, advice, and potential solutions

Feedback from stakeholder in public forum

Feedback Assessment	• Are advertisment campaigns in place and can this campaign support and replace this notification? • What will the estimated impact be if there is no notification?
Video Response	Video 2