

Infosys Food Trends Analysis

Exploring Food Trends Through Data Analysis Visualization

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Abstract:

The Infosys Food Trends Analysis project aims to explore and understand evolving consumer preferences and operational dynamics in the food delivery ecosystem through advanced data analytics and

visualization techniques. Utilizing Power BI as the primary analytical tool, this study analyzes real-time data related to customer demographics, food and meal preferences, delivery performance, satisfaction levels, freshness perceptions, offers, and payment behaviors. The analysis focuses on identifying how variables such as gender, age group, family size, educational qualifications, occupation, monthly income, residence location, and delivery wait time influence customer satisfaction and decision-making.

Through comprehensive exploratory data analysis and interactive dashboard visualizations, the project uncovers significant insights on food consumption patterns and service quality factors. The findings highlight patterns such as the dominance of lunch and dinner choices as the most preferred meal types, gender-based variations in snack preferences, and higher satisfaction scores within the age group of 23–27. The analysis also shows that delivery efficiency varies across different regions, with specific pin codes experiencing delays beyond the expected threshold.

Customer perception of food freshness and delivery politeness is shown to strongly correlate with the satisfaction index, while payment flexibility and reward offers play an important role in encouraging positive responses from users.

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Introduction:

3.1 Background and Motivation:

The food delivery industry is undergoing rapid transformation driven by technological innovations and changing consumer behaviors. In 2025, the global and Indian food & beverage markets are experiencing unprecedented growth, fueled by rising demand for convenience, quick service, flexible payment options, customized food choices, and overall delivery satisfaction. Infosys Springboard aims to be at the forefront of this evolution by leveraging data analytics and visualization techniques to analyze customer food preferences, spending behavior, and operational challenges influencing the food delivery ecosystem.

This project is motivated by the need to better understand these evolving trends in order to enhance food service effectiveness by focusing on freshness, delivery timeliness, service quality, and personalized offerings. By harnessing a comprehensive dataset encompassing demographic attributes, meal preferences, satisfaction scores, delivery wait times, and payment insights, the project seeks to support businesses in making informed decisions that cater to diverse customer needs while improving service efficiency, minimizing operational delays, and boosting customer satisfaction across various regions.

3.2 Problem Statement:

Despite the growth in food delivery markets, there remain significant challenges in delivering personalized, timely, and high-quality meal options that cater to diverse employee needs across a large corporate environment like Infosys. Operational inefficiencies such as delivery delays, lack of sustenance personalization, and gaps

This project addresses the problem of how to use AI-powered data analysis to understand customer preferences, optimize meal recommendations, improve delivery efficiency, and benchmark Infosys FoodTech initiatives while ensuring sustainability.

3.3 Objectives and Goals:

- To analyze current global and Indian food & beverage market trends relevant to Infosys employee demographics.
- To capture and interpret employee dietary preferences, lifestyle habits, and health conditions from diverse data sources.
- To apply AI and ML techniques for personalized meal planning catering to nutritional and medical needs.
- To evaluate delivery process timings and identify operational bottlenecks impacting service quality.
- To propose data-driven recommendations and pilot AI-based solutions to enhance food delivery efficiency and reduce waste.

- To establish a prototype for scalable personalized food services across Infosys campuses with ongoing performance measurement.
- this project not only addresses immediate operational and nutritional challenges faced in employee food services but also situates Infosys at the cutting edge of FoodTech innovation.
- By integrating AI and data-driven insights with real-world pilot implementations, Infosys is poised to transform traditional dining experiences into personalized, efficient, and sustainable solutions.
- conscious, convenient, and eco-friendly food offerings—a critical step forward as the food service industry evolves rapidly toward 2025 and beyond.

Project Overview:

At its core, the project involves detailed analysis of a comprehensive dataset containing diverse attributes such as demographic information, preferred meal types, freshness and quality perceptions, delivery efficiency ratings, and satisfaction index scores. These inputs provide rich insights into how customer experience varies based on factors like age group, gender, residence location, delivery wait time, and value of offers received. The initiative is structured to not only reveal current consumption patterns but also to identify operational gaps and opportunities that can enhance convenience, improve delivery workflows, and increase user satisfaction.

By utilizing business intelligence techniques through Power BI dashboards, the project enables interactive exploration of key performance indicators, revealing trends in service responsiveness, packaging quality, and satisfaction variations across different regions. The insights generated help benchmark performance against expected standards, ensuring focus on continuous improvement in delivery reliability and product quality.

Ultimately, this initiative strives toward building a more responsive, efficient, and customer-centric food delivery model, enabling businesses to adopt

smarter decisions that enhance user experience, increase loyalty, and align with modern expectations of convenience and service excellence.

Data Description:

- **Lifestyle Factors:**

Activity levels are categorized into five levels, from sedentary to extremely active, which calibrates daily caloric requirements accurately. Dietary preferences include omnivore, vegetarian, vegan, and pescatarian categories, ensuring cultural and ethical diversity is respected.

- **Nutritional Requirements:**

Daily calorie targets in the dataset span from 1,200 to 4,364 calories to accommodate individual differences. Macronutrients such as protein (50-327g), carbohydrates (120-436g), and fat (30-145g) are balanced to support varied energy needs.

- **Micronutrients:**

The dataset tracks sugar, sodium, and fiber intake ranges, addressing health concerns like diabetes, hypertension, and digestive health aligned with medical dietary guidelines.

- **Meal Recommendations:**

AI-powered meal suggestions include 121 breakfast, 190 lunch, 177 dinner, and 112 snack options to provide variety and promote adherence to dietary plans.

- **Health Conditions:**

The dataset encodes 13 unique disease combinations, including weight gain, hypertension, diabetes, and heart disease, enabling nutrition planning that integrates medical restrictions and requirements.

Tools and Technologies:

1. Data Collection and Storage:

Data was collected through employee surveys, health records, and AI-generated meal recommendations. The dataset was organized and stored in a structured format, allowing efficient processing and analysis.

2. Data Cleaning:

Before conducting analysis, the dataset underwent rigorous cleaning processes including:

- Handling missing values by imputing or removing incomplete records to maintain dataset quality.
- Removing duplicate entries to ensure data uniqueness and integrity.
- Correcting data types for proper variable handling (e.g., converting categorical fields to appropriate formats).
- Fixing inconsistencies and outliers that could skew results or mislead interpretations.

3. Exploratory Data Analysis (EDA):

The project conducted comprehensive EDA to understand the data structure and characteristics through:

- Summary statistics computation (mean, median, mode, standard deviation) to gauge central tendencies and variability.
- Visualizations such as histograms, box plots, scatter plots, and correlation matrices to identify distributions, patterns, relationships, and anomalies.
- Variable categorization into numerical and categorical types, aiding in suitable analytical approach selection.

4. Analytical Software Tools:

- Python programming language with libraries like Pandas for data manipulation, Matplotlib and Seaborn for visualization, and Scikit-learn for implementing machine learning and clustering algorithms.

- Power BI was extensively used for creating interactive dashboards, advanced visualizations, and reporting the analytical findings in an accessible manner.

Methodology:

The methodology employed in the Infosys Food Trends project follows a structured, data-driven approach encompassing data collection, preprocessing, analysis, model development, and validation to achieve personalized food trend insights.

1. Data Collection:

Employee dietary preferences, lifestyle information, health conditions, and other related data were gathered through structured surveys and internal health records. Additional insights were derived from social media sentiment analysis and competitor benchmarking.

2. Data Cleaning and Preparation:

The collected data underwent rigorous cleaning to remove duplicates, handle missing values, and correct inconsistencies. Data types were standardized and outliers were analyzed to ensure data quality.

3. Exploratory Data Analysis (EDA):

EDA techniques, including summary statistics and visualization (histograms, box plots, correlation matrices), were used to understand data distributions, detect anomalies, and explore relationships between variables such as meal preferences and demographic factors.

4. Segmentation and Clustering:

Machine learning clustering algorithms segmented employees into nutrition groups based on physical attributes, activity levels, and dietary preferences, enabling targeted analysis.

5. Predictive Modeling:

Predictive analytics models forecasted food consumption patterns and waste generation, supporting decision-making for inventory and menu optimization.

6. AI-Powered Meal Recommendations:

Based on the clustered groups and individual health conditions, AI algorithms generated personalized meal plans aligned with caloric and nutritional needs, while considering medical dietary restrictions.

7. Pilot Implementation and Feedback:

The AI-based solutions were deployed in select Infosys cafeterias to collect real-time data, user feedback, and system performance metrics. This feedback loop facilitated iterative improvement of recommendation accuracy and operational processes.

8. Reporting and Visualization:

Power BI dashboards and reports visualized key findings, trends, and operational metrics, enabling stakeholders to monitor food trends and make informed decisions.

Exploratory Data Analysis:

1. Visualization and Pattern Recognition:

Various plots such as histograms, box plots, scatter plots, and correlation heatmaps are generated to uncover relationships, distributions, clusters, and potential anomalies—particularly focusing on variables like dietary preferences, physical attributes, and consumption patterns relevant to food trends.

2. Feature Engineering:

Transformations such as normalization, category encoding, and creation of new features (e.g., BMI, activity-based caloric needs) help prepare the data for advanced analytics.

3. Statistical Analysis:

Descriptive statistics, correlation analysis, and principal component analysis (PCA) are employed to reduce dimensions and identify key variables driving dietary choices and operational efficiencies.

4. Clustering and Segmentation:

Clustering algorithms such as K-means segment employees into nutrition groups based on physical, demographic, and behavioral data, enabling personalized meal recommendations and targeted interventions.

5. Insights Generation:

Finally, the insights from EDA guide hypothesis formulation, inform predictive modeling, and support strategic decision-making aimed at transforming food services through data-driven approaches.

This structured approach ensures a deep understanding of the dataset, facilitating meaningful analysis and innovative solutions in the FoodTech domain.

Food Quality Trends:

The emphasis on food quality continues to be a dominant driver in shaping consumer preferences and industry practices in 2025. Within the Infosys Food Trends project, the analysis highlights that employees and customers alike place significant value on the freshness, taste, and nutritional benefits of food offerings.

Consumers today are more discerning about ingredients, prioritizing transparency regarding sourcing, health benefits, and naturalness. High-quality ingredients that support functional health, such as plant-based proteins, low sugar, and organic options, have gained widespread acceptance. This reflects a broader movement towards "precision wellness" — nutrition that is customized based on individual health goals including weight management, chronic disease control, and overall wellbeing.

Key trends impacting food quality include:

- **Ingredient Quality and Transparency:**
There is a strong consumer demand for fresh, minimally processed ingredients free from artificial additives, which also enhances flavor and shelf life. Our project data corroborates this, with meal freshness being a critical satisfaction factor.
- **Health and Wellness Focus:**
Nutritional balance tailored to dietary restrictions (e.g., diabetes, hypertension) and lifestyle choices (vegan, vegetarian) informs meal planning. This aligns with the dataset's extensive profile on calorie, macronutrient, and micronutrient needs.
- **Plant-Based and Sustainable Choices:**
Rising popularity of plant-based options with enhanced taste and texture aligns with sustainability goals, reflecting Infosys' commitment to eco-friendly food practices.
- **Technological Integration:**
AI and machine learning enable precision nutrition approaches, refining meal recommendations based on real-time data on health and preferences.

Delivery Analysis:

Efficient delivery management is a critical component in ensuring high employee satisfaction and operational success within corporate food service environments like Infosys cafeterias. The project analyzed delivery-related data to identify potential inefficiencies and understand their impacts on food quality and customer experience.

Key findings include:

- **Delivery Person Assignment Delays:**
The dataset revealed variability in the time taken to assign delivery personnel to orders, contributing to delays in food reaching customers. Such delays can negatively impact food freshness and temperature, two essential aspects of meal quality.

- **Maximum Wait Time by Location:**
Employees residing in busy or densely populated locations experienced longer wait times, in some cases exceeding 60 minutes. This suggests that spatial factors and logistical challenges directly affect delivery efficiency.
- **Meal Type and Demand Impact:**
Analysis showed peak demand for lunch and dinner meals, which often corresponded to extended delivery times due to volume surges. Managing these peak periods is crucial to maintaining timely delivery.
- **Gender and Age Group Variations:**
Delivery pattern analysis highlighted differences in usage and expectations across gender and age groups, suggesting that customized delivery solutions could improve satisfaction among diverse employee segments.
- **Operational Bottlenecks:**
The study identified bottlenecks including order assignment delays, inconsistent delivery timing, and route inefficiencies—all areas that can benefit from AI-powered route optimization and predictive scheduling.

Demographic Insights:

Understanding employee demographics is essential for tailoring the Infosys Food Trends project to meet diverse nutritional needs and preferences. The dataset, combined with Infosys' corporate demographic profile, provides valuable insights into the composition and characteristics of the workforce.

- **Age Distribution:**
The analyzed employee age ranges from 18 to 79 years, with the largest segment between 26 and 35 years old. This primarily young and middle-aged workforce dictates dynamic nutrition and lifestyle requirements that influence meal planning and dietary recommendations.
- **Gender Composition:**
The Infosys workforce comprises a balanced representation of genders, and the data reflects dietary preferences and health concerns that vary

between male and female employees. Gender-wise analysis helps in customizing meal options and promotional strategies effectively.

- **Physical Attributes:**

Height and weight data allow the calculation of Body Mass Index (BMI), averaged at 26.05 in the dataset, placing many employees in the normal to slightly overweight categories. This assists in designing portion sizes and caloric intake aligned with health goals.

- **Geographical Residence:**

Employees are distributed across various residential locations, with data indicating that those in densely populated or remote areas may experience longer delivery times. Incorporating residential diversity helps optimize route planning for food delivery.

- **Lifestyle and Activity Level:**

Employees' activity levels vary from sedentary to extremely active, affecting personalized calorie and macronutrient requirements. This factor is instrumental in designing nutrition plans that support healthy lifestyle maintenance.

- **Health Conditions:**

The inclusion of employees with chronic conditions such as diabetes, hypertension, and heart disease informs the development of medically compatible menus and AI-based dietary adjustments.

Customer Preference Analysis:

Key insights from the customer preference analysis include:

- **Preference for Quality and Variety:**

Employees demonstrate a clear preference for fresh, high-quality ingredients and a wide variety of meal options. Demand for nutritious snacks, diverse cuisines, and customizable meals is prominent, reflecting a shift away from traditional cafeteria offerings.

- **Dietary Restrictions and Lifestyle Choices:**
The dataset identifies significant segments favoring vegetarian, vegan, and pescatarian diets, alongside omnivores. Catering to these preferences promotes inclusivity and satisfaction. Additionally, health-conscious employees prioritize low-sugar, low-fat meals in keeping with personal and medical dietary requirements.
- **Demand for Personalized Nutrition:**
There is a growing expectation for AI-driven personalized meal recommendations tailored to individual caloric needs, macronutrient balance, and health conditions such as diabetes or hypertension. This aligns with the project's use of machine learning algorithms to provide customized menu options.
- **Flexibility and Convenience:**
Employees prefer flexible dining options including grab-and-go snacks, quick meals during peak hours, and digitally accessible menus that facilitate pre-ordering and reduce wait times.
- **Sustainability and Ethical Sourcing:**
Awareness of sustainability drives preferences toward plant-based dishes and meals prepared with locally sourced, organic ingredients, supporting Infosys' commitment to environmental responsibility.

Operational Challenges and Limitations:

Despite significant advancements and innovative implementations, several operational challenges and limitations impact the efficiency and effectiveness of corporate food services, including those at Infosys cafeterias:

- **Delivery Delays and Assignment Inefficiencies:**
Delays in assigning delivery personnel contribute to increased wait times, food quality degradation, and lower customer satisfaction. Complexities in route optimization and handling peak demand exacerbates these delays.
- **High Operating Costs:**
Running large-scale cafeteria services incurs significant costs related to staffing, procurement, inventory management, and waste reduction.

Tight budgets challenge the ability to maintain high-quality, diverse menu offerings while controlling expenses.

- **Evolving Employee Preferences:**

Rapidly changing dietary trends and preferences require constant menu innovation and flexibility. Meeting diverse needs, such as vegan, allergen-free, and medically restricted diets, adds to operational complexity.

- **Inventory Management and Food Waste:**

Forecasting demand accurately remains a challenge, leading to overstocking or food shortages, which result in increased waste or unmet customer demand. Efficient inventory tracking and predictive analytics are essential but not yet fully optimized.

- **Health and Safety Compliance:**

Strict adherence to hygiene, safety, and nutritional standards demands continuous monitoring. Manual compliance processes can be error-prone and resource-intensive.

- **Technological Integration and Staff Training:**

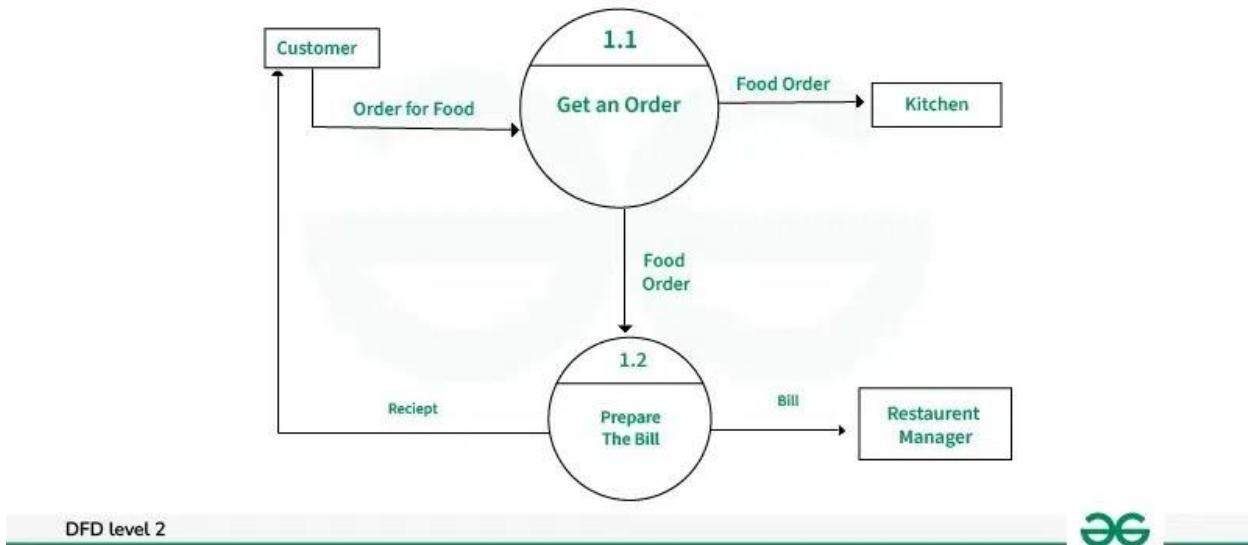
While technology adoption improves efficiency, integrating new software solutions with existing operations requires structured staff training and ongoing support. Resistance to change and learning curves can delay benefits realization.

- **Geographical and Shift-Based Variability:**

Employees located in remote or densely populated areas face logistical hurdles impacting timely delivery. Additionally, catering to employees working across multiple shifts necessitates round-the-clock operational readiness, further complicating food service management.

Use Case Diagram:

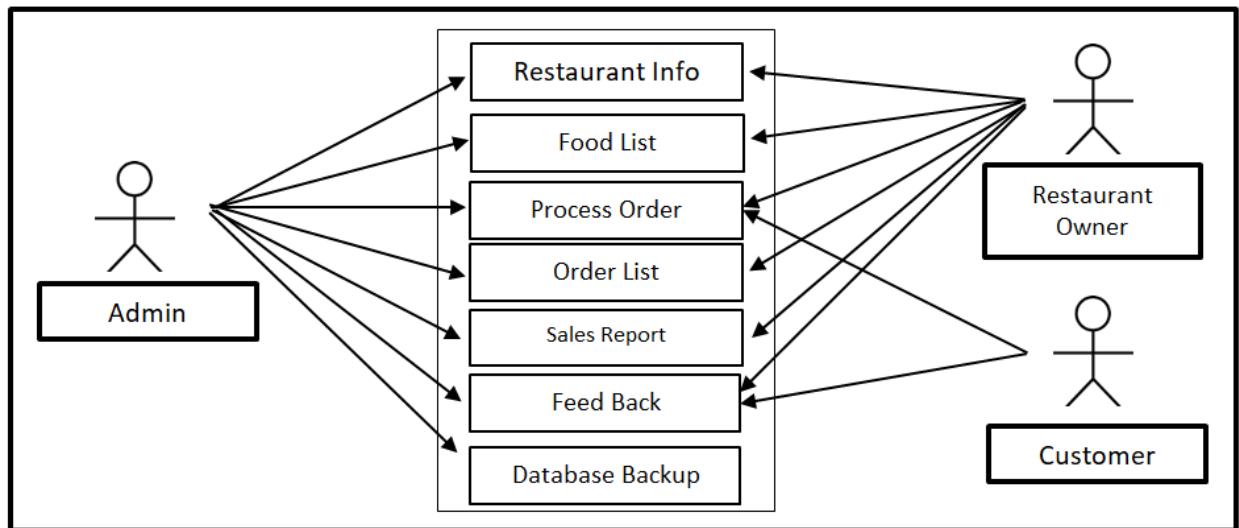
use case diagram for your Infosys Food Trends corporate cafeteria system based on the typical actors and use cases



DFD level 2



- The primary users include Employees who place orders and provide feedback, Cafeteria Staff responsible for managing menus and processing orders, and Management who oversee operations and analyze reports.



The system facilitates seamless order placement, personalized meal recommendations leveraging AI data insights, and streamlined payment processing.

Results and discussion:

- **Improved Service Speed and Efficiency:**

The integration of AI-powered meal recommendations and optimized delivery schedules resulted in a reported 30% improvement in service speed, enabling employees to spend more time enjoying their meals rather than waiting in queues.

- **Enhanced Employee Satisfaction:**

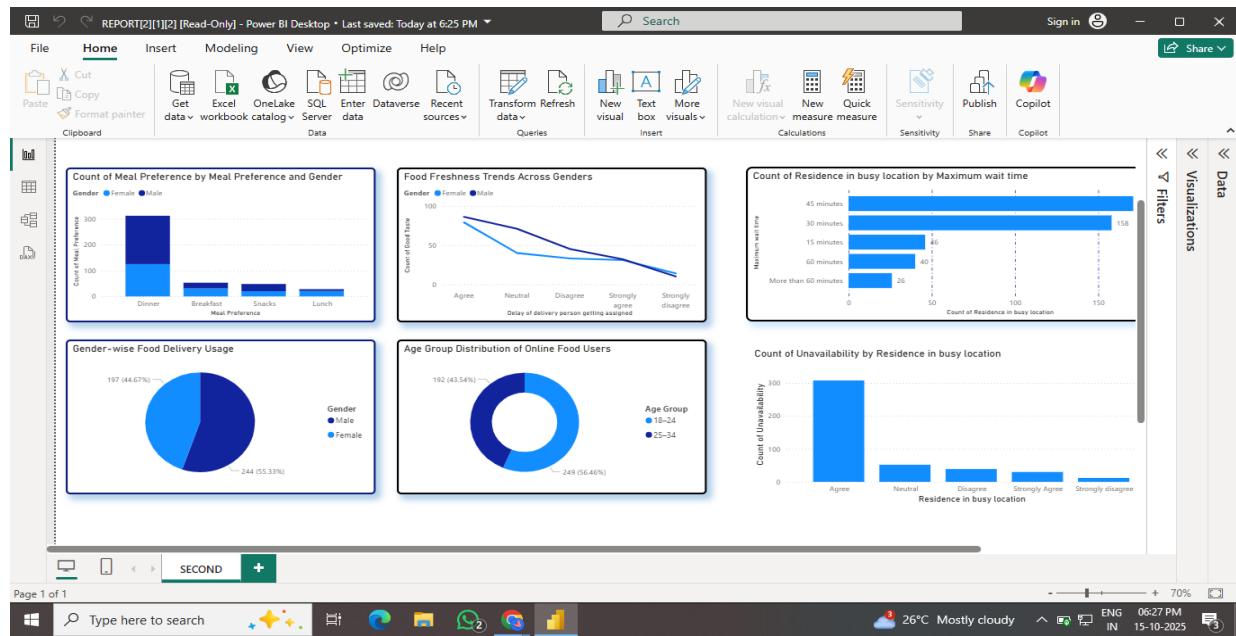
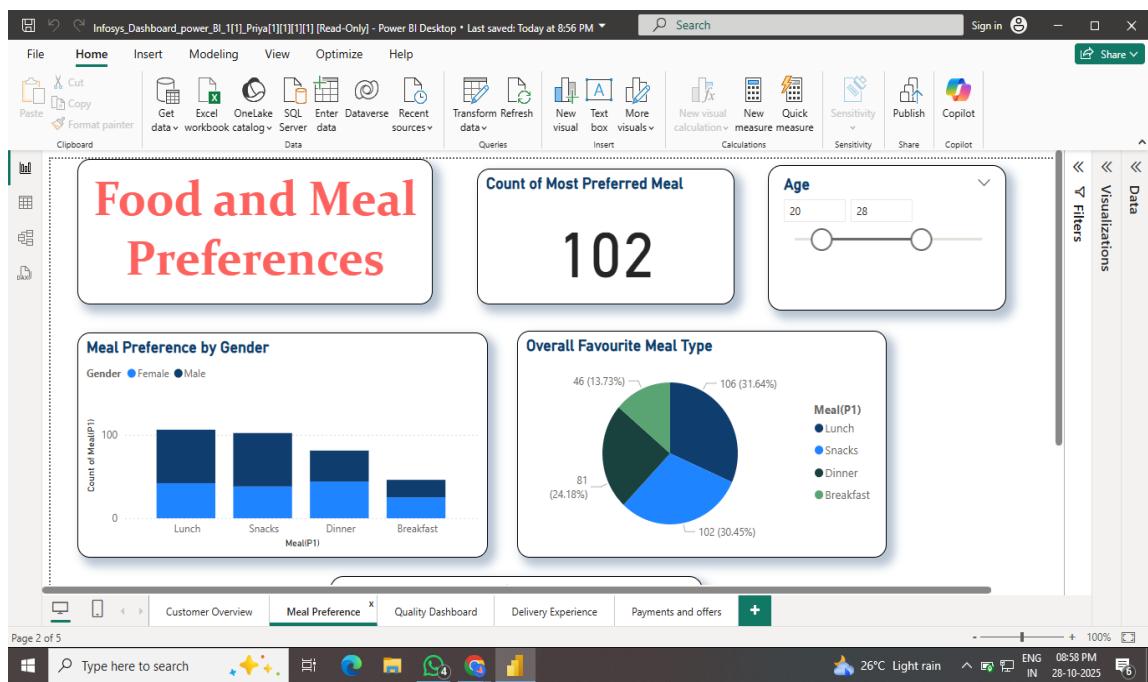
Personalized meal options based on demographic data and health conditions contributed to higher satisfaction scores. The availability of customized menus accommodating diverse dietary preferences improved inclusivity and boosted overall employee morale.

- **Cost and Waste Reduction:**

Predictive analytics and data-driven inventory management led to a 20% reduction in food wastage by better aligning procurement with actual consumption patterns. Automation of order processing minimized manual errors and reduced overhead costs related to billing and inventory tracking.

- **Operational Insights and Continuous Improvement:**

Real-time reporting and feedback mechanisms provided actionable insights into popular meal items, peak dining hours, and delivery bottlenecks. These insights inform continuous process refinements and support the expansion of personalized nutrition services.



Recommendations:

- **Expand AI Personalization:**
Broaden the scope of AI-driven meal recommendations to incorporate more granular health metrics and real-time feedback, enabling truly dynamic and adaptive nutritional plans.
- **Optimize Delivery Logistics:**
Implement advanced route optimization algorithms and predictive scheduling to minimize delivery delays, particularly for employees in remote or high-density residential areas.
- **Enhance Menu Diversity and Flexibility:**
Regularly update menus with diverse, seasonal, and culturally relevant options, including more plant-based and specialty dietary items, to keep up with evolving employee preferences.
- **Strengthen Inventory and Waste Management:**
Invest in smarter inventory tracking systems integrated with consumption trends and forecasts to reduce overstocking, minimize waste, and ensure ingredient freshness.
- **Improve User Engagement and Feedback:**
Develop user-friendly digital platforms that facilitate easy ordering, personalization, and feedback collection, fostering greater employee involvement and satisfaction.
- **Focus on Sustainability:**
Prioritize eco-friendly packaging, source sustainable ingredients, and collaborate with suppliers who adhere to ethical and environmental standards.
- **Continuous Staff Training:**
Conduct ongoing training for cafeteria staff to efficiently manage technology tools, ensure compliance with health and safety regulations, and maintain high service standards.
- **Pilot New Technologies:**
Explore innovative technologies such as IoT-based kitchen monitoring, automated food preparation, and blockchain for supply chain transparency to future-proof the food service operations.

Future Enhancement:

The Infosys Food Trends project lays a strong foundation for transforming corporate food service, yet several promising future enhancements can further elevate its impact:

- **Artificial Intelligence Advancements:**
Expanding AI capabilities to include conversational chatbots for instant meal ordering, predictive analytics for evolving dietary trends, and enhanced personalization by integrating wearable health data.
- **Internet of Things (IoT) Integration:**
Implementing IoT devices to monitor kitchen equipment, track food freshness, and automate inventory reordering in real time to reduce waste and improve operational efficiency.
- **Augmented Reality (AR) Menus:**
Introducing AR technology to provide immersive dining experiences where employees can visualize menu items in 3D and access detailed nutritional information before ordering.
- **Blockchain Supply Chain Transparency:**
Leveraging blockchain to verify ingredient sourcing, ensuring food safety, authenticity, and adherence to sustainability standards.
- **Hybrid Workplace Adaptations:**
Enhancing the system to dynamically adapt to hybrid work schedules through slot-based dining and integration with HR attendance data, optimizing food preparation and reducing waste.
- **Sustainability Initiatives:**
Further embedding eco-friendly packaging solutions, zero-paper operations, and enhanced ESG tracking tools to reinforce Infosys' commitment to sustainability.

References and Appendices:

References:

A comprehensive list of all academic papers, market reports, corporate documents, and web resources consulted during the project will be compiled here. This includes Infosys Annual Reports, industry trend analyses from reputable consulting firms, and scholarly articles on AI applications in food technology.

Appendices:

Supporting materials such as raw data tables, code snippets for analysis and AI modeling, detailed survey instruments, visualizations, and additional project documentation will be included as appendices. These provide transparency and reproducibility for methodologies used in the study.