



MGT530 - Logistics & Operational Management
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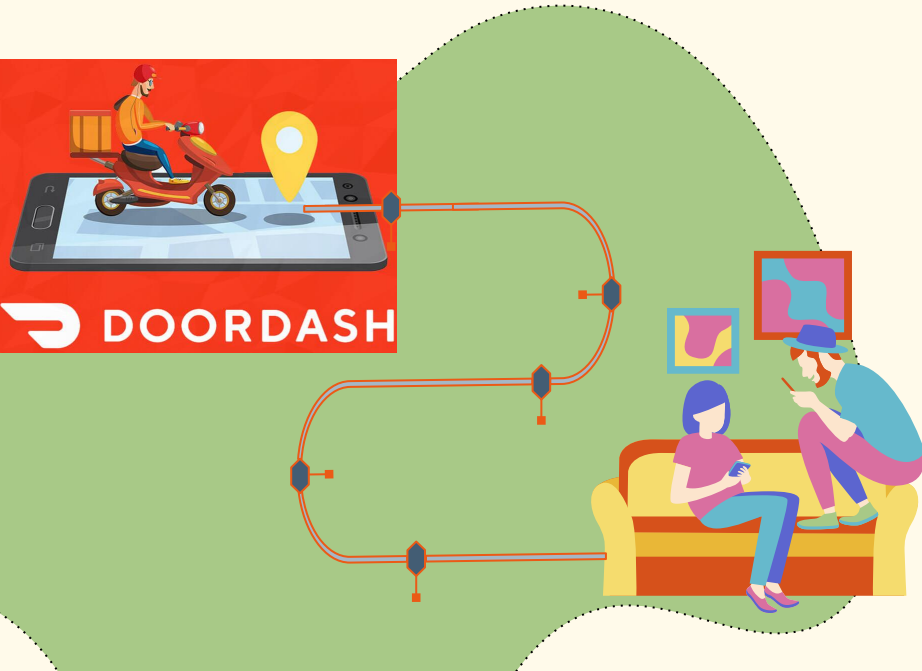
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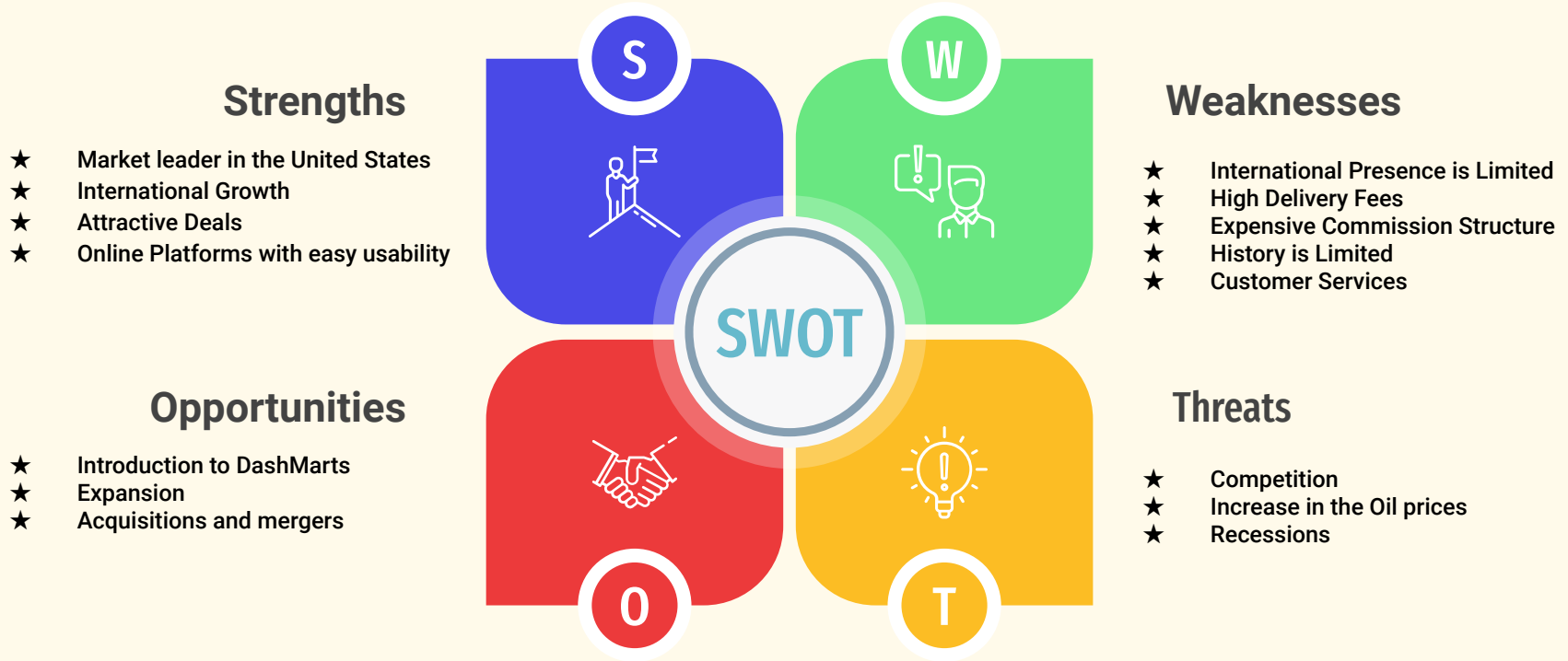


Introduction



- DoorDash is an online food ordering service and delivery platform service.
- Its an American company based in San Francisco.
- It serves in USA, Australia,Canada,Germany,Japan and New Zealand.
- It works with local and nearby restaurants to deliver food to customers' homes and workplaces.
- Nowadays, it is all in one; it also helps to deliver products from nearby grocery and convenience stores.
- However, because of how DoorDash orders are delivered, the app makes it easier for restaurants and other stores to enter the delivery market.

SWOT Analysis of DOORDASH





Stealing or tampering with the food by the dashers

Delivery Issue (Messed up Order or cold food)

Doordash Unauthorized Charges

Issue Area



Missing or Wrong Items on Doordash

Did not receive the Doordash order

Doordash App down

Doordash error in validating basket or confirming orders



Recommendation for Improvements

Replacement
Orders

01

Refunds

02

Coupons and
Discounts

03

Credit for
Future Orders

04

Changes to
the Delivery
App

05

Reporting a
Driver

06

Raising Card
Dispute

07

Updating
Personal
Information

08



Customer reviews & ratings

Elizabeth Skinner



Verified Reviewer

“
I had fast and very efficient service .. thank you
”

Albert Fisher



“
No food delivered. Provided pic
”

Muhammd



“
The customer service is amazing,
”

Alysia Adams



Verified Reviewer

“
I have had a terrible experience
”

Dayvonta



Verified Reviewer

“
Gave me wrong order with only a 20 peice
”

I love the doordash services”

“ i had a bad experience with them”



Resources Required

- ★ Addition of Human resources
- ★ Expansion of Technical teams based on new technologies like Artificial Intelligence and Machine Learning.
- ★ InfraStructure improvement in the field of computing ,storage and network bandwidth .
- ★ Mandatory training for the dashers related with better customer service.
- ★ Tamper proof hardware devices for real time tracking and accurate address .



Summary

- ★ DoorDash, a significant player in the food delivery industry, has issues. However, there are several possible solutions to the issues raised.
- ★ Replacement orders, refunds, coupons and discounts, credit for future orders, changes to the delivery app, reporting a driver, filing a card dispute, and updating personal information can help resolve issues with DoorDash.





Thanks!

Any Questions!