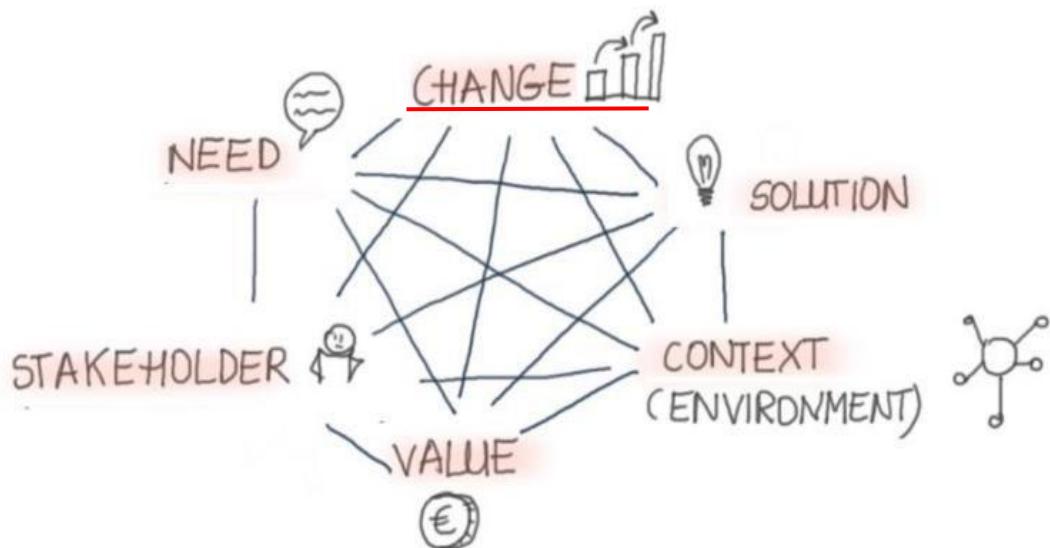


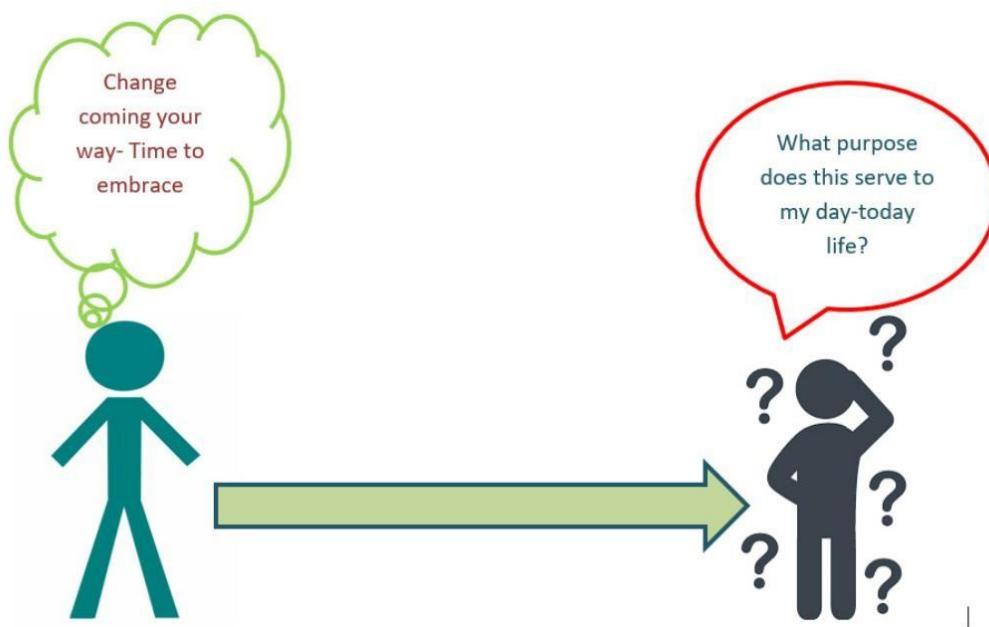
Business Analysis

Change



What is change?

Change is the transition of an organization, system, or team from the current state (“as-is”) to the desired state (“to-be”), aimed at achieving business goals and increasing efficiency.



Improving the work of the institute canteen

As we highlighted earlier the Institute's canteen faces a number of challenges:

1. Insufficient amount of food by lunchtime.

2. The quality of the dishes leaves much to be desired.
3. Long queues during rush hours.
4. There are not enough seats.

The current situation looks like this: an average of 150 people are served per day, while many remain dissatisfied or leave without eating.

So, our **goal** is to increase the quality of service and the capacity of the dining room to serve at least 250 people a day without queues, achieve a user satisfaction level of at least 80% (according to surveys) and reduce the average waiting time in the queue to less than 5 minutes.

The GAP table			
Indicator	Current	Target	Gap
Number of people served	150 people/day	250 people/day	+100 people
Customer satisfaction	40%	80%	40%
Waiting time	15 minutes	<5 minutes	-10 minutes

ToDo (Measures to achieve the goal)

1. Organizational measures include: optimizing the schedule of visits (for example, lunch on streams), the introduction of online orders/pre-orders to reduce queues, adding self-service cash registers.
2. Production measures include: an increase in the amount of food prepared during rush hours, updating the menu with a focus on popular and fresh dishes, introducing tastings and feedback through student surveys.
3. Infrastructural measures include: expanding the dining area or adding outdoor seating in summer, redevelopment of the space for more efficient planting.