

# Project Plan, Team Charter

## Restaurant Management Application

Primary Instructor	Anjana Shah
Team Member	Thong Nguyen
Team Member	Thanh Quan
Team Member	Tu Nguyen
Team Member	Quang Pham

### Document Revision History

Revision #	Date
2.0	October 14 <sup>th</sup> , 2019

## **Table of Contents**

- 1. Executive Summary*
- 2. Project Approvals, Reviews, and Distribution List*
- 3. Scope*
- 4. Deliverables*
- 5. Assumptions*
- 6. Dependencies*
- 7. Risk management*
- 8. Communication*
- 9. Task Listing*
- 10. Gantt Chart*
- 11. Milestones*
- 12. RAM*
- 13. Approval*

# 1. Executive Summary

The following describes the project to be executed.

Objective	The restaurant management system project is for the creation of a contemporary restaurant management web application. Our target is all of medium-sized or large-sized restaurant in Ontario, which need a complicated system to simply the processes of managing and communicating in their business
Corporate Goals Addressed	Our team is willing to provide a project which contains: <ul style="list-style-type: none"> <li>• An up-to-date user interface, which is user-friendly an easy-to-use dashboard that visualizing profits, human and other resources</li> <li>• A comprehensive management system, which is functional and easy-to-use to help simplify managing restaurant resources (such as scheduling, view schedule) and checking inventory</li> <li>• A functional operation which can assist the FOH and BOH team in tracking and handling order more efficiently and effectively</li> </ul>
Planned Start Date	September 23th, 2019
Planned End Date	March 27 <sup>th</sup> , 2020

## 2. Project Approvers, Reviews and Distribution List

Approvers, reviewers and distribution list

Project Role	Name	E-mail	Date
Project Manager	Thong Nguyen	Thong.Nguyen@georgebrown.ca	October 14 <sup>th</sup> , 2019
Developer	Thanh Quan	quantrithanh1999@gmail.com	October 14 <sup>th</sup> , 2019
Developer	Quang Pham	quangpham9199@gmail.com	October 14 <sup>th</sup> , 2019
Developer	Tu Nguyen	nguyenvoanhtu129@gmail.com	October 14 <sup>th</sup> , 2019

### 3. Scope

Define the sum total of all of its products and their requirements or features.

In Scope	Out of Scope
Restaurant Management Tasks	Online Payment Handling (must be purchased separately due to licensing)
Inventory Management	Collaborating with third-party shipping services (UberEats, DoorDash)
Staff Scheduling	Social Media Integration
System security monitoring & protection	Staffs or manager's mistakes
Order Handling	Business Marketing
Daily Report	Chat box for restaurant staffs
Staff Schedule Visualization	N/A

### 4. Deliverables

This project will deliver the following.

Deliverable	Description
Restaurant Dashboard	A dashboard that helps managers visualize profits, both human and physical resources.
Staff scheduling	A feature that assists manager in scheduling their staffs' shift, and also in tracking of staff's working hours
Inventory Management	An operation which will help the manager and kitchen staffs to simplify their process of checking and managing their resources in an efficient and effective way.
View Schedule	A function that allows staff to view their schedule, which is sent by the manager, directly from the app
Order Handling	An operation that helps FOH and BOH

	staffs communicate accurately and quickly with each other
Availability Report	A functions that helps staffs send their following week's availability to the manager, so that the manager can be more accurate when scheduling staff's schedule

## 5. Assumptions

The following assumptions were made in preparing Project Vision Document:

- Our team members are willing to learn new technology which is NativeScript, Docker, and Kubernetes
- Those mentioned industrial specialists are ready to help wherever they can
- The developing process cost will not go over the planned budget so that we can keep our product price reasonable
- Project team members can collect a comprehensive data set to train a model and include in the application
- Number of project stakeholders will change since we are still approaching to more industrial experts

## 6. Dependencies

The following are the internal and external dependencies that will have to be acknowledged and addressed;

PROJECT DEPENDENCIES	
Internal	External
- The application wireframe of the project must be done by the Front-End team before the entire team can start the project	The practicality of our app will increase if we can receive the supports from stakeholders and industrial experts (Eg: By now, we are still looking for a stakeholder)
- Every small functions have to be done before our team can design the dashboard for manager	- Other courses' project are taking place simultaneously with this project
- Technology selection have to be done before our team starts the project (EG: technology expenses are the headache for our team since our budget is limited)	

## 7. Risk Management

Potential Risk	Severity (H/M/L)	Likelihood (H/M/L)	Management Strategy
Estimated Project Schedule	H	H	Created comprehensive project time line with frequent baseline reviews
Project budget went over the calculated number	H	H	Listed all paid tools and resources and calculated the total costs of them
Project Scope Creep	M	M	Project Scopes are provided in Project Vision , and Project Plan, reviewed bi-weekly by team members
Poor -quality Project Documentation	M	M	Provided a well-prepared and understandable project documentation for everybody
Team Estimates Unrealistic	M	M	Timeline reviewed bi-weekly by team members
Team members are not working fairly	H	H	Using a tool named Trello to assign specific tasks for team members and track team members' process
Team members are not knowledgeable of business	L	L	Project managers will test and provide training if needed
Team Members Availability Are Different	H	H	Organizes online meeting on Google Hangouts and Slack

## 8. Communication

### Reporting

The following reports will be produced;

Report	Audience	Frequency
- Technology Research Report	- Thong Nguyen (Project Manager) - Thanh Quan (Developer)	- Once a week

	- Quang Pham (Developer) - Tu Nguyen (Developer)	
- Project Documentation Development Report	- Thong Nguyen (Project Manager) - Thanh Quan (Developer) - Quang Pham (Developer) - Tu Nguyen (Developer)	- Twice a week
- Stakeholder Searching Report	- Thong Nguyen (Project Manager) - Thanh Quan (Developer) - Quang Pham (Developer) - Tu Nguyen (Developer)	- Once a week

### **Meetings**

The following meetings/communication will be established;

Meeting	Purpose	Attendees	Frequency
Weekly meeting	This weekly meeting is for every team member report their progress on tasks that they are assigned. Also, this meeting helps our team to discuss and develop more on our application	- Thong Nguyen (Project Manager) - Thanh Quan (Developer) - Quang Pham (Developer) - Tu Nguyen (Developer)	Once a week

## **9. Task Listing (WBS- Work Breakdown Structure)**

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

Reference	Tasks	Duration	Dependency
A	Sprint I (Project Vision, Business Requirements, Project Summary, High-Level Requirements)	1 week	Team members working attitude, The ability to recall knowledge from last semesters (Agile Methodology)



B	Sprint II (Project Plan, Team Charter, Product Backlog, Sprint Backlog)	1 week	A
C	Documentation Finalized	0.5 week	B
D	Analyze System Requirements	1.5 week	C
E	Design the system	1 week	D
F	Wireframe and prototype	2 weeks	E
G	Design System Database	1 week	F
H	Environment Set Up	1 week	G
I	User Authentication	1 week	H
J	<b>Dashboard components:</b> Profits Calculation, and Data Visualization for Profits	2 weeks	H
K	<b>Dashboard components:</b> Staffs availability presentation, Schedule sheet of each week	2 weeks	H
L	<b>Dashboard components:</b> Inventory management , Staff work hours summary and auto-generate wages	2.5 weeks	H
M	<b>Dashboard components:</b> Auto-generate employees' paystub, Reports viewer	1 week	H
N	<b>BOH features:</b> Inventory compilation and supplement sending features	1 week	L
O	<b>BOH Features:</b> To-do list, Staff viewers for paystub and schedule	1.5 week	K, L
P	<b>FOH Features:</b> Daily sell calculation, Daily report sending function, Reservation Viewers	2 weeks	M
Q	Development Phase Review	0.5 week	J, K , L ,M, N , O, P
R	<b>Testing:</b> Unit Test	1.5 week	Q
S	<b>Testing:</b> Integration Test	1 week	Q
T	Review and Improve	0.5 week	R, S
U	Deploy Application	0.5 week	T
<b>Tasks Total: 21</b>		<b>Week Total: 23</b>	

## 10. Gantt Chart

Create a detailed Gantt Chart from your Task Listing(Use any software tool and paste the image or upload as a separate file that can be opened as pdf/doc/xls) – Below is an example:

Uploaded in a separate file

## 11. Milestones

Major Activity or Milestone	Estimated Milestone Target date	Owner/Reviewer Team Members
Complete the design of the system	15/10/2019	Quang Pham Tu Nguyen
Deliver final design (wireframe)	31/10/2019	Thong Nguyen Thanh Quan
Complete restaurant manager's features	22/01/2020	All team members
Complete kitchen staff features	12/02/2020	All team members
Complete general features (search function, develop views for staffs)	25/02/2020	All team members
Complete FOH staffs features	06/03/2020	All team members
Project implementation complete	09/03/2020	All team members
Application accomplished	27/03/2020	All team members

## 12. RAM – Responsibility Assignment Matrix

Create a RAM from your Task Listing. A sample is shown below:

## Project Team Responsibilities

**Project Name:** New Package Installation  
**Project Manager:** Al Q. Hall

Task	John	Frank	Linda	Jean	Larry
Assess Requirements	P	S	S		
Design Business System			S	P	
Modify Purchased Package	S	P			
Modify In-House Procedures			P	S	
Testing	S				P
Implement New Package		P		S	
Train Staff		S		S	P

P = Primary S = Secondary

RAM is shown below:

<b>Project Name:</b> Restaurant Management System					
<b>Project Manager:</b> Thong Ba Nguyen					
Task		Quang PhamT	Thanh Quan	Thong Nguyen	Tu Nguyen
Sprint I		S	P	P	S
Sprint II		P	S	P	S
Analyze System Requirements		P	S	S	P
Design System		P	S	S	P
Wireframe and Prototype		S	P	P	S
Design System Database		S	S	P	P
Environment Set Up		P	S	P	S
User Authentication		S	P	S	P
Dashboard components: Profits Calculation, and Data Visualization for Profits		P	S	P	S
Dashboard components: Staffs availability presentation, Schedule sheet of each week		S	P	S	P
Dashboard components: Inventory management , Staff work hours summary and auto-generate wages		S	S	P	P
Dashboard components: Auto-generate employees' paystub, Reports viewer		P	P	S	S
BOH features: Inventory compilation and supplement sending features		P	S	S	P
BOH Features: To-do list, Staff viewers for paystub and schedule		P	P	S	S
FOH Features: Daily sell calculation, Daily report sending function, Reservation Viewers		S	S	P	P
Development Phase Review		P	P	P	P
Testing: Unit Test		P	P	S	P
Testing: Integration Test		P	P	S	P
Review and Improve		S	S	P	S
Deploy Application		P	P	P	S
		P = Primary		S = Secondary	

## 13. Approval

The signatures below indicate their approval of the contents of this document.

Project Role	Name	Signature	Date
Project Manager	Thong Nguyen	Thong Nguyen	14/10/2019
Developer	Thanh Quan	Thanh Quan	14/10/2019
Developer	Quang Pham	Quang Pham	14/10/2019
Developer	Tu Nguyen	Tu Nguyen	14/10/2019

## TEAM CHARTER

Multiple reasons exist for preparing a team charter. One is to document the team's purpose and clearly define individual roles, responsibilities, and operating rules. Next, it establishes procedures for both the team and management/industry partner on communicating, reporting, and decision-making procedures. It lays out a blueprint for conducting business for the acquisition and defines how the team works in an empowered manner, including setting out responsibility and authority. Finally it facilitates stakeholder buy in by including key members in the decision making process and obtaining their concurrence along the way.

The charter includes the following sections:

### 1. Purpose

- This team is formed to simplify the management of restaurant managers. Ideally, managers will focus more on their business development process, and put less effort to manage restaurant resources.

### 2. Background

- The project that this team is supporting is Restaurant Management Application. This project will focus on medium-sized and large-sized restaurants in Ontario to help them simplify their complicated management systems. With regard to the stakeholders, we are completely aware of the benefits of having a stakeholder who we can consult about the industry needs. However, we are still struggling with finding a reliable stakeholder for ourselves

### 3. Scope

- As far as the scope is concerned, all management tasks such as staff scheduling, inventory managing, profits visualizing include in the scope. Other aspects like online payment handling, and customer service enhancing are out of our scope.

### 4. Team composition

- Our team is divided into 3 small teams:
  1. Front-End Team: Thanh Quan, Quang Pham
  2. Back-End Team: Tu Nguyen
  3. Design Team: Thong Nguyen
- Aside from designing, Thong Nguyen is the team leader who is responsible for managing both Front-End and Back-End teams using his web development experiences and knowledge

### 5. Team empowerment

- Our team's existing authority:

1. Team Leader (Project Manager): Thong Nguyen
  2. Team Member (Project Front-End Developer): Thanh Quan
  3. Team Member (Project Front-End Developer): Quang Pham
  4. Team Member (Project Back-End Developer): Tu Nguyen
- In our team, everyone is encouraged to present their ideas, and if those ideas are appropriate to our objectives, they will definitely be put into our plan

## 6. Team operations

- Our team has a weekly meeting where we usually share the status of tasks that we are currently working on.
- For the decision making processes, whenever we encounter a problem that needs to be decided, the team leader will provide all team members with choices that are based on careful researches. After considering the pros and cons of those choices, we will perform a vote to figure out which one is the best choice for our team.

**Example:** when we selected the technology to use for this project, we have a variety of different technologies to employ. Therefore, in order to solve this issue, the team leader provided 4 selected technologies that team members all know or are able to learn quickly. Subsequently, we ended up choosing MEAN stack as the package that we will use for this application.

- When a team member is absent from a meeting, he has to submit his required documents for that day, and the reason of his absence. - Regarding the progress updates, we created a repository on GitHub to track of everything that we do from documentation developing to application implementing. Everything is kept and tracked appropriately.

## 7. Team Performance Assessment

- Team member assessment will be performed every week in our team weekly meeting. The criteria used to evaluate members include
  1. Punctuality
  2. Attitude
  3. Contribution
  4. Knowledge
- The purpose of this assessment not to let someone down or to punish everyone in our team, but to let them know what they are doing right or wrong so that can continue or stop the good or bad things

## 8. Signature Page

October 14<sup>th</sup>, 2019

Team Leader: Thong Nguyen

Team Member: Thanh Quan

Team Member: Quang Pham

Team Member: Tu Nguyen