

【Mission】 Catalog

*Feel free to increase rows if you according to your need

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Who is Your Target in the Customer?

e.g. Sales Department/HR department ←Please list up the departments you want to approach for your proposal.

Food and Beverage Department

Sales Department

Purchasing Department

Equipment Management Department

HR Department

Administrative Department

Your Targets' Business Hypothesis

e.g. Sales Department: At the end of each year, sales manager need to create an annual sales report, to share the current sales situation, and explain the reason.

←Write down people's work content in each department with following information.

When: In what kind of situation

Where: In which department

Who: The person's job and position

What: What does he/she want to do

Why: For what kind of purpose

Food and Beverage Department:

- Every day, cashiers need to receive orders from customer.
- Every day, customers need to pay for the order.
- Every day, chefs need to cook according to the order for customers.
- Every day, waiters need to deliver food to customers.
- Every day, waiters need to show menu list to customers.

Sales Department:

- Every day, sales managers need to analyze sales statistics in the store and adjust strategy in order to get higher selling performance and save cost.
- Every day, sales managers need to set discount for individual food in order to adjust selling strategy and maintain inventory.
- Periodically, ex: New Year's Day. Sales managers need to set discount for all orders in special day in order to improve selling performance.

Administrative Department:

- Every day, area managers need to analyze sales statistics in different store and adjust selling strategy in order to get higher sales performance and save cost.

Purchasing Department:

- Every day, purchasing managers need to purchase raw material according to the sales statistics in order to keep the store runs with appropriate supply.
- According to real situation, purchasing managers need to set alarm for expiration and amount in order to avoid shortage or waste of supply.

Equipment Management Department:

- Every day, equipment management managers need to keep track of equipment distributed in each store in order to save cost and save time for repairing broken equipment.
- While starting a new store, equipment management managers need to record what equipment the store uses in order to keep track of the equipment.
- When an equipment repairing order was sent, equipment management managers need to repair the equipment according to the order, if the equipment can't be fixed, equipment management managers can buy a new equipment for the store in order to keep the store runs regularly.

HR Department:

- Periodically, ex: monthly. HR managers need to record the employee information in order to manage employees.
- Periodically, ex: monthly. HR managers need to send salary to employees in order to keep the store running.

Imagine the 'Ideal Operation'

←Imagine and write down the ideal operation of each department's employee and explain why it is the best way. You need to prove that your assumption is correct with logical thinking.

Operation: customer order for food.

Ideal: they can order online as well as in store.

Why: online order can be a good choice if customers want to eat but don't want to go out. And for those who make online order in store, they don't need to queue up.

Operation: customer read menu.

Ideal: they can read menu from screen and search food by category or query.

Why: paper menu is dumb both for customers and stores. Customers can't find their favorite food quickly. Stores need to re-print the menu if new food choice was coming and it is difficult for stores to make discount in paper menu.

Operation: customers pay for orders.

Ideal: they can pay in different ways such as cash\mobile\card.

Why: If customers didn't bring money, the order can't be finished, and nowadays, mobile phone can pay for orders as well as credit/debit card. Besides, payment method except cash can save time for changing money.

Operation: area managers analyze statistics in different stores
sales managers analyze statistics in one store.

Ideal: they don't need to record and calculate the store performance manually. The software can record and calculate the selling statistics automatically and display the corresponding figure if needed.

Why: It is time consuming and error-prone to record and calculate sales statistics by human. The statistics analyzing function can save a lot of time.

Operation: sales managers set discount for individual/all food candidate.

Ideal: they can set how much discount the food offer and whether the food is available in the software. The order price will take the discount into consideration so the cashiers don't need to do the math.

Why: setting discount can attract more customers, easy way to set discount and calculate the price with discounted order can save man power.

Operation: purchasing manager make purchasing decision according to the sales statistics.

Ideal: the software can predict the supply consuming rate and indicate which item should be purchased.

Why: It's not intuitive and difficult for purchasing manager to calculate supply consuming rate. A software can do calculate supply consuming rate can save a lot of time and make purchasing more precise.

The gap between ideal and the current situation

←Write down the gap between Ideal and current situation. Why they cannot work in the ideal way.

Operation: customer order for food.

Ideal: they can order online as well as in store.

Current: many of them order food in store.

Why: stores don't have online website.

Operation: customer read menu.

Ideal: they can read menu from screen and search food by category or query.

Current: some stores can only provide paper menu.

Why: they don't use software to help or the software is difficult to use.

Operation: customers pay for orders.

Ideal: they can pay in different ways such as cash\mobile\card.

Current: some stores can only accept cash payment.

Why: they don't use software to help or the software doesn't provide payment support

Operation: area managers analyze statistics in different stores

sales managers analyze statistics in one store.

Ideal: they don't need to record and calculate the store performance manually. The software can record and calculate the selling statistics automatically and display the corresponding figure if needed.

Current: many stores can only analyze their sales performance by paper work. It is very time consuming and difficult for employee to record and calculate the data. And the sales data is easy to lose.

Why: few software provides statistics visualization function.

Operation: sales managers set discount for individual/all food candidate.

Ideal: they can set how much discount the food offers and whether the food is available for customers. The software calculating order price will take the discount into consideration so cashiers don't need to do the math.

Current: some stores need to maintain the discount list and calculate for the discounted price manually. some stores even don't provided discount for customers.

Why: it is cumbersome for employee to maintain a discount list and calculate the discounted price. The operation would be difficult without a software.

Operation: purchasing manager make purchasing decision according to the sales statistics.

Ideal: the software can predict the supply consuming rate and indicate which item should be purchased.

Current: the purchasing managers need to count the number of supply or main a supply record by themselves It is easy for them to forget which item should purchase.

Why: few software support supply consuming rate prediction and indicate which item should be purchased.

Write down the solutions

1. How can we achieve the ideal operation?

←Think about how current situation can be improved to achieve the goal? What is needed?

2. What kind of function should be provided?

←Since our mission is solving problems by software system, try to think about how to use software/system to solve the problems.

Operation: customer order for food.

Solution: the software offers online ordering method as well as in-store order method.

Operation: customer read menu.

Solution: the software offers a graphic menu list and support showing the list by category or query.

Operation: customers pay for orders.

Solution: the software offers different method for customers. Customers can pay through cash/mobile/card.

Operation: area managers analyze statistics in different stores

sales managers analyze statistics in one store.

Solution: the software can record the sales statistics and show the data in figure. It could be intuitive for managers to get analyzing result from graph.

Operation: sales managers set discount for individual/all food candidate.

Solution: the software offers an easy way to set individual/all food discount. And the discounted price will be calculated automatically.

Operation: purchasing manager make purchasing decision according to the sales statistics.

Solution: the software can record the selling data and predict the consuming rate of supplies. It would be intuitive for purchasing manager to decide which item should be supplemented through consuming figures.

Product
Name

Intelligent Chain Store Management Software

Product Conception

←Write down the information of your product based on your assumption. Don't forget to focus on providing values to customers. Write down characteristics, users, places/timing to use of your system.

Characteristics:

consuming rate prediction, data visualization, full role management, intelligent, fast to make orders, easy to use.

Users:

store customers

area managers

sales managers

purchasing managers

cashier

human resource managers

equipment management managers

chefs

waiters

places:

Food and Beverage Department

Sales Department

Purchasing Department

Equipment Management Department

HR Department

Administrative Department

Merits and Functions to Achieve the Merits.

1	Merit	Fast to make orders	Importance high/middle/low	high
<ol style="list-style-type: none"> Show food list by name. Ex: show food list named "burger". Show food list by category. Ex: show food list in breakfast. Order food list by selling count Ex: show descendant/ascendant food list order by selling count. Order food list by price. Ex: show descendant/ascendant food list order by selling price.. Order food list by other data according to real business. Ex: cooking time. 				

2	Merit	Various discount setting	Importance high/middle/low	high
1. Set discount for individual food. Ex: 10% for cola. 2. Set discount for food in one package. Ex: 10% if user buy cola and chicken burger at one time. 3. Make discount reservation to save discount setting time. Ex: 10% for porridge for each Monday.				
3	Merit	Easy to manage Inventory	Importance high/middle/low	high
1. Calculate inventory consuming rate automatically. Ps: the calculated data will be shown in the data rows. 2. Create purchasing list by inventory amount left or by auto calculated days for consuming. Ps: user can arrange order between inventory list in order to select item to buy faster. 3. Set alarms for expiration or amount to keep the inventory at an appropriate level. too high cause waste or too low cause shortage. Ex: Send telephone message to user if the salt can only sustain for three days.				
4	Merit	Visualization for operation data in one store.	Importance high/middle/low	high
1. Capacity utilization/equipment efficiency. Ps: know which store use less equipment and earn more money. 2. Guest flow volume. Ps: know which store has more customer. 3. Order volume. Ps: know which store selling quick. 4. Food selling ratio. Ps: know what food is selling best. 5. Food selling trend. Ps: know what food is becoming more popular. 6. Employee work time. Ps: know who works hard. 7. Employee work efficiency. Ps: know who finishes more work with less time. 8. Daily/weekly/monthly profit. Ps: know which store earn most money.				

5	Merit	Full role management in software	Importance high/middle/low	high
1. Area Manager: manage several stores in one area; 2. Sales Manager: adjust selling strategy according to sales statistics; 3. Purchasing Manager: do purchase according to the instruction by Sales manager; 4. Cashier: receive orders; 5. Human Resource Manager: manage the employee information; 6. Equipment Management Manager: manage and repair equipment in different stores; 7. Chef: cook according to the note of order; 8. Waiter: get work information through the software client.				
6	Merit	Various order settings to improve performance	Importance high/middle/low	middle
1. Available time for online orders. Ex: 9 AM---9 PM. 2. Global discount for all orders. Ex: 10% at New Year's Day. 3. Discount for specific orders. Ex: orders contain fish meat can get discount.				
7	Merit	Extra settings for menu item.	Importance high/middle/low	middle
1. Set whether the food is suspended. Ps: Can't be ordered if suspended 2. Set extra information for menu item. Ex: the chicken meat is really fresh and got the meat this morning.				
8	Merit	Global data views for different stores	Importance high/middle/low	middle
1. Sales volume. Ps: compare between stores. 2. Sales profit. Ps: compare between stores. 3. Employee number. Ps: compare between stores. 4. Asset value / Equipment value Ps compare between stores.				

9	Merit	Easy to track employee work efficiency	Importance high/middle/low	middle
1. Cashier: receive orders. Ex: order number/value processed by cashier for a month. 2. Chef: cook by orders. Ex: order number/value processed by chef for a month. 3. Waiter: serve for orders. Ex: order number/value served by waiter for a month. 4. Sales manager: evaluated by sales data. Ex: sales profit for month.				
10	Merit	Alternative operation method	Importance high/middle/low	middle
1. Payment method: cash/mobile. 2. Order method: online/in-store. 3. Method of getting food: by waiter / by self / by delivery				
11	Merit	Easy to manage equipment	Importance high/middle/low	middle
1. Record equipment asset distributed in each store. 2. User can send repair request to equipment management manager. 3. Equipment repair/purchase/discard record.				
12	Merit	Basic create/read/update/delete method	Importance high/middle/low	low
1. create/read/update/delete for orders information. 2. create/read/update/delete for employee information. 3. create/read/update/delete for equipment information. 4. create/read/update/delete for food information. 5. create/read/update/delete for inventory information. 6. create/read/update/delete for branch store information.				

13	Merit	Import data by files	Importance high/middle/low	low
1. import inventory information by files 2. import employee information by files. 3. Import food information by files. 4. Import equipment asset information by files.				
14	Merit	Message channel for employees	Importance high/middle/low	low
1. Employees are able to communicate through the software easily. 2. Messages can bring attachment.				
15	Merit	VIP system support	Importance high/middle/low	low
1. Special discount for VIP. 2. Special activity for VIP. 3. Other function according to your need.				

*Feel free to increase rows for merits!