

# 【Mission】 Business Analysis

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

ID	We will inform you your Intern ID when you arrive
Name	

List up issues that your customer may have, and then write down the ideal situation.

No.	General information of operation	Process of the operation	Operator	Timing	Ideal situation	Merit of achieving the ideal	Gaps(issues/problems) and why there is such gap
e. g .	Inventory Management	1. 2. 3.	Purchasing Manager	1. Daily 2. Weekly 3. Monthly	A software system that can suggest the ideal amount of purchase...	1. Saving time for Purchasing Manager to do strategic tasks. 2. Reduction of manpower...	1. They are managing the inventory manually and takes a lot of time...
1	Order Management	1. Waiters show the paper menu to customers.	Waiter	1. Daily	1. A software can show the menu and easy to make choices.	1. Showing menu easily and graphically.	1. Waiter show the menu in paper.
		2. Customer call for waiters; Customer look at the menu and order for food; Waiter record the order.	Waiter	2. Daily	2. A software can show the menu and record the order for customers.	2. Saving order time.	2. Waiters record the order by pen and paper.
		3. Customers pay in cash.	Cashier	3. Daily	3. A software can support different payment method.	3. Saving time for changing money.	3. Customers only pay in cash.
		4. Customer order in store.	Waiter	4. Daily	4. A software can support different ordering method.	4. Saving order time, customers don't need to queue up.	4. Customer only make orders in store.

2	Statistic Analyzing	1. Record and analyze sales data in each store.	Sales Manager	1. Daily	1. A software can record the sales data can display it in figure.	1. Saving time for record data and calculate.	1. Sales manager calculate the data manually to get the result.
		2. Compare sales performance in different store.	Area Manager	2. Daily	2. A software can calculate and show the comparing result directly.	2. Saving a lot of time to calculate and comparing	2. Area manager need to get all data and do the calculate manually.
3	Menu Management	1. Mark the food in discount.	Sales Manager	1. Daily	1. A software can record the discount for food and calculate corresponding price.	1. Saving time to remember discount food and calculate discount price.	1. Staff need to remember which food is in discount and calculate price manually.
		2. Set Discount for orders in special days.	Sales Manager	2. Periodically e: New year	2. A software can remember the discount and auto calculate price for discount.	2. Saving time for setting discount.	2. Waiters calculate the discount price manually.
4	Inventory management	1. Purchasing consumables according to sales statistics.	Purchasing Manager	1. According to real situation	1. A software can predict the consumption rate of items.	1. Avoiding unnecessary purchasing and save time to create purchasing list.	1. Inventory manager need to check the real inventory and estimate which item to buy.
		2. Set alarm for expiration and amount.	Purchasing Manager	2. According to real situation	2. A software can set alarm for consumables and have different ways to remind purchasing manager.	2. Avoiding shortage or waste of supply.	2. Inventory manager need to keep track of the number of items manually.
5	Equipment Management	1. Keep track of equipment in different stores	Equipment Management Manager	1. Daily	1. A software can keep track of equipment.	1. Saving time to track equipment location and easy to know which equipment to repair.	1. Equipment management manager need to record the equipment distributed in different store manually.