【Mission】Catalog

ID	We will inform you your ID when you arrive
Name	

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

Administrative Department:
- Every day, area managers needs to analyze sales statistics in different store and adjust selling strategy <u>in order to</u> get higher sales performance and save cost.

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

Equipment Management Department:
- Every day, equipment management managers need to keep track of equipment distributed in each store <u>in order to</u> 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 <u>in order to</u> 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 <u>in order to</u> keep the store runs regularly.

HR Department:
- Periodically, ex: monthly. HR managers need to record the employee information <u>in order to</u> manage employees.
- Periodically, ex: monthly: HR managers need to send salary to employees <u>in order to</u> 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 case/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 manages 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, 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

			Importance	
		Merits and Functions to Achieve the Merits.		

1	Merit	Easy to manage orders	Importance high/middle/low	highest

1. Customers can make order both online or in store.

   If they make order online, they need to register first and they need to input basic information such as name, phone number and address, then they can choose what they want to order. Next time they order online, they only need to login and choose an exist delivery address and start ordering.

2. Customers can pay for orders in different ways such as in cash/mobile/card.

3. Customers can get menu from screen and search for food by category or query.

   Customers are able to find their favorite food in categories, and they can search the food by name or price.

4. Chefs can cook for customers according to the note of order.

   There would be a list of uncooked food list, chefs only need to cook the food one by one and change the order status in the list.

5. Waiters can bid for orders. (optional)

   Waiters can choose the order they want to serve as soon as they saw a new order created. If they choose

the order to serve, they need to deliver food for the corresponding customer and clean the table after the customer finished.

6. Machine will call the customer after the food is ready. (optional)

7. Sales manager can set discount for individual/all food.

   In order to adjust selling strategy or maintain inventory, sales manager can set discount, and the discounted price will be calculated automatically.

8. Sales manager can set discount for all orders

   In special days like New Year's Day, sales manager can set discount for all orders in order to improve selling performance.

9. Full order history provided.

   Sales manager or cashier are able to check the order history in specific day.

10. Basic order operation provided.

    Customers can create/cancel/read orders online.

    Cashiers can create/cancel/read orders in store.

    Chefs can mark the order status from uncooked to cooked.

    Cashiers and sales managers are able to get how many orders finished at each day.

2	Merit	Easy to analyze statistics	Importance high/middle/low	highest

1. Full capital record provided.

   If something went wrong in money, managers can check out the capital flow. They can find all capital information about purchasing, orders and equipment and so on.

2. Data visualization provided.

   The software can record all the information including order information, employee information, equipment information. Managers can find useful information such as equipment efficiency, guest flow volume, order volume food selling ratio, food selling trend, employee work time and employee work efficiency and so on. And most of the information can be display in figures, which is more intuitive.

3. Easy to compare selling performance in different stores.

   For area manager, he/she can get a global view for all stores. He can analyze the statistics in each store and make corresponding selling strategy to improve sales performance and save cost.

3	Merit	Easy to manage inventory	Importance high/middle/low	high

1. Import the inventory information from files.

   The inventory information can be huge for human to type into the system. And sometime in different stores, the inventory information can be similar. Importing inventory information through file would be useful.

2. Predict consuming rate.

   In order to create a purchasing list, the purchasing manager must be sure about which item would be out of stock soon. The software is able to show what item has the least amount and predict what item has least day to consume. Purchasing manager can choose items to buy quickly.

3. Set alarm for inventory.

Purchasing manager need to be clear about the inventory situation in real time in case there has supply shortage or waste. When using the software, purchasing managers are able to set alarm in two ways. By expiration day or by left amount. In this way, purchasing managers are able to keep the store runs with appropriate amount of supplies.

4. Basic inventory information operation supported.

Inventory managers are able to find out the amount of specific item and make basic create/read/update/delete operation on the records.

4	Merit	Easy to manage menu	Importance high/middle/low	high

1. Import menu list from files.

The menu list can be huge for human to type into the system. And sometime the menu list can be similar in different stores.

2. Easy to find food candidates both for customers and sales manage.

They can search from the menu to find the target or select the category they want to browse.

3. Easy to set discount.

Sales managers can set discount for individual food item or all food item to improve sales performance. They can also set discount as a form of package. The price of all discounted order will be calculated correctly.

4. Easy to set available status for food candidate in menu.

Sales manager can set whether the food is on sell easily in order to adjust selling strategy.

5	Merit	Easy to manage human resource	Importance high/middle/low	middle

1. Import employees' information from files.

The employees' information usually is huge for human to type into the system. Information can be collected from employees by file, and HR manager can put all the files together and input the employees' information into the system by one file. It can save a lot of time.

2. Full role management.

In the system, different employee has different role and has different privilege to access corresponding function in the software. It's easy for employees to focus on their own job and accomplish their job well.

3. Easy to make performance evaluation.

The software can track the working hour for each employee by recording the logging time and logging off time. And the different position in the store, different data are linked with him/her. For example, different cashiers receive different order each day/week/month. And data like this can help HR manager to make performance evaluation for each employee.

4. Easy to send salary to each employee.

The software can record the bank account information of employees. As long as HR manager set the salary payment account and the salary day. All the salary of employees can be sent monthly.

*Feel free to increase rows for merits!