THEME:

Online Booking System

EPIC:

Improve Overall Customer Services

USER STORIES:

◦ As a Restaurant Owner, I want to improve the online booking system to enhance customer convenience.  
◦ As a Restaurant Manager, I want to improve interpersonal communication to ensure better customer interactions.  
◦ As a Chef, I want to streamline the food ordering process to reduce errors and improve efficiency.  
◦ As a Kitchen Manager, I want to improve kitchen management services to ensure timely food preparation and delivery.

USER TASKS:

Research and implement new technology for a user-friendly booking interface.

Implement a feedback system to monitor and improve customer interactions.

Evaluate the current food ordering process to identify areas for improvement.

Assess current kitchen workflows to identify inefficiencies.

THEME:

Car Manufacturing Company Performance Improvement

EPIC:

Improve Overall Performance and Profit Margins

USER STORIES:

◦ As a Product Manager, I want to speed up time to market to stay competitive.  
◦ As a Customer Service Manager, I want to increase customer satisfaction to build brand loyalty.  
◦ As a Team Lead, I want to improve collaboration between design teams, engineers, and stakeholders to ensure smoother project execution.

USER TASKS:

Analyze the current product development lifecycle to identify delays.

Enhance after-sales services, such as maintenance and support, to improve customer experience.

Evaluate current communication channels and tools used by design teams, engineers, and stakeholders.