Project Tasks:

Identifying Stakeholders (SCL Project Task 1):

INTERNAL	EXTERNAL
Employees : who works in the company	Food Supplier : External entities that supplies food to the canteen.
Management : leadership and decision-making team.	Delivery Personnel : service providers delivering meals to employees' workstation.
Canteen Staffs : Chefs, Manager, Workers etc.	External Regulatory Bodies : Oversees food safety, labor laws.
IT Department : who manages canteen ordering system.	Customers: Visitors, Clients from outside the organization
HR : enrollment of employee salary and handles management aspects	

Actor	USE CASES
Employees	• Places lunch orders • View Order history • Provides Feedback
Management	• Monitor System Performance • Access Reporting and Analytics • Set Budget for the Project
Canteen Staffs	• Manages Menu • Confirm and Process Orders • Updates Inventory • Co-ordinates with Delivery Personnel
IT Department	• Develop and Maintain Ordering System • Troubleshoot Technical Issues • Ensure Systems Security
HR	• Manage Payroll / Salary Deductions of Employees • Provide User Trainings
Food Supplier	• Coordinate Food Deliveries • Receive Order Request
Delivery Personnel	• Deliver Meals to Designated Workstations • Confirm Delivery
External Regulatory Bodies	• Conduct Audits and Inspections • Ensure Compliance with Regulations
Customers	• Place Orders • Provide Feedbacks

Problem Statement Identification (SCL Project Task 2):

Clearly define and document the problem statement related to the current canteen ordering system.

Identifying pain points and challenges faced by Employees :
Time-Consuming Order Placement
Limited Food Choices

Identifying pain points and challenges faced by the Canteen Management :
Food Wastage:
Resource Intensive: The current manual order processing requires significant manpower, which is both costly and prone to human errors.
Lack of Data Insights: Canteen management lacks access to data insights that could inform menu planning and optimize food purchasing decisions.

Objective Identification (SCL Project Task 3):

Define the objectives of the new Canteen Ordering System for SCL. The objectives are defined as follows:

Primary Objectives:

1. **Efficiency Enhancement:** The new system aims to significantly reduce the time employees spend on lunch breaks. The primary objective is to streamline the ordering process, allowing employees to place orders quickly and efficiently.
2. **Automated Payment:** The new system will introduce an integrated payment solution that deducts food expenses directly from employees' salaries. This objective eliminates the need for, making the payment process more convenient.
3. **Feedback Mechanism:** Implement a structured feedback mechanism within the system to gather employee opinions and suggestions, fostering continuous improvement in canteen services.

Secondary Objectives:

4. **Reduced Food Wastage:** The system will utilize data insights and predictive analytics to minimize food wastage by accurately forecasting demand and optimizing food preparation.
5. **Manpower Optimization:** By automating order processing and delivery, the canteen will operate with reduced manpower, resulting in cost savings.
6. **Data-Driven Decision-Making:** Provide canteen management with data analytics and reports to inform menu planning, purchasing decisions, and resource allocation.
7. **Enhanced Customer Experience:** Improves the overall customer experience by ensuring that food orders are delivered promptly and accurately to employees' workstations.

These objectives collectively aim to transform the current canteen ordering system into a modern, efficient, and user-friendly platform that benefits both employees and canteen management. Achieving these objectives will lead to increased employee satisfaction, reduced operational costs, and minimized food wastage.