

# 1. Introduction

**Project Name:** Bob's Donuts and Pastries Sales System  
**Project Manager:** Yonathan Michael

## 1.2 Background

Bob's Donuts and Pastries (BDP) is a family owned and operated business established in the 1960s. After 50+ years of business, BDP has expanded and now operates in several different locations across San Francisco. The famous apple fritter and novelty giant donut, both nationally recognized and critically acclaimed, have helped this business solidify its roots as a bay area staple.

BDP saw continuous periods of growth until this year when the COVID-19 pandemic began. Citywide mandates, social-distancing guidelines, and unforeseen consumer behavior have forced BDP to rethink their approach to operating this business. Unfortunately, the decades of experience of operational planning can no longer be applied.

To address this problem, they have partnered with DoorDash, Postmates, and UberEats for delivery services. In addition, BDP hopes to implement a web-based database system to keep track of all business operations and make adjustments in real-time as circumstances change.

## 1.3 User Requirements

### **Managers:**

Upon implementation of the new system, managers will be able to make adjustments to operational planning.

1. Determine which donuts and pastries are in high demand, allowing them to order the appropriate amount of ingredients.
2. Determine which locations are seeing higher amounts of traffic, allowing them to ensure each location is sufficiently staffed and has in-demand donuts/pastries.
3. Keep track of delivery services and understand its impact on the business.
4. Keep track of purchase information for more accurate accounting records.

### **Employees:**

Employees will be important information feeders into the system.

1. Entering purchasing and inventory information into the system.
2. Looking into system and see if other locations are carrying the donut/pastry the customer is looking for.

### **Customers:**

Customers will be able to plan their purchasing experience at BDP in advance.

1. Customers will be able to go online and see which donuts are available at each location.

**Nouns:**

- Donut
- Location
- Employee
- Delivery Service
- Manager
- Sale

**Actions:**

- “sold by”
- “sold at”
- “processed by”
- “delivered by”
- “available at”
- “works at”