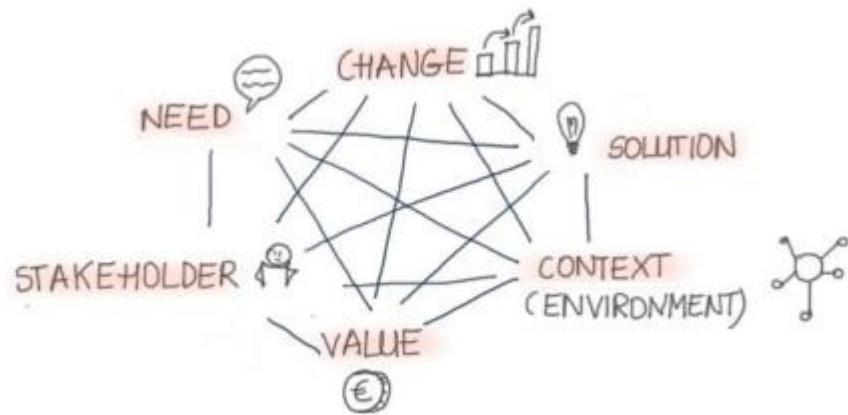


# Business Analysis

## Solution



### What is Solution?

Solution is described as a specific way of satisfying needs in a context by resolving a problem or enabling an opportunity



### Proposed Solution for SB BSU Canteens

The School of Business will implement a **modernized, standardized, and student-centered canteen system** that ensures consistent quality, efficiency, and accessibility across all locations.

#### Solution Components

##### 1. Infrastructure & Layout Improvements

- Expand seating capacity at Moskovskaya 5 and 15A through renovation or modular furniture.
- Redesign serving areas to reduce bottlenecks and improve traffic flow.
- Introduce self-service kiosks and digital menu boards to streamline ordering.

##### 2. Menu & Food Quality Enhancement

- Partner with diverse suppliers to expand menu options (vegetarian, vegan, healthy, international dishes).
- Implement standardized quality control across all canteens.
- Regular feedback collection from students to adjust menu offerings.

### 3. Technology Integration

- Launch a **digital pre-ordering system** (mobile app or web portal) to reduce queues.
- Introduce real-time demand tracking to optimize meal preparation.
- Enable cashless payments and loyalty programs for students.

### 4. Staffing & Operations

- Hire additional staff during peak hours.
- Provide training in customer service and efficient food handling.
- Establish a rotating staff system to balance workload across locations.

### 5. Equipment & Facilities Upgrade

- Replace outdated kitchen equipment with modern, high-capacity appliances.
- Introduce energy-efficient cooking and storage solutions.
- Ensure compliance with hygiene and safety standards.

### 6. Governance & Continuous Improvement

- Create a **Canteen Management Committee** (students + administration) to oversee quality and fairness.
- Regular audits of food quality, service speed, and customer satisfaction.
- Transparent reporting on improvements and performance metrics.

## Expected Outcomes

- **Reduced overcrowding** and faster service during peak hours.
- **Improved student satisfaction** through diverse, high-quality meals.
- **Equitable experience** across all three locations.
- **Operational efficiency** through digital systems and modern equipment.
- **Enhanced reputation** of the School of Business as a student-friendly institution.



## Albert K

<p>., 15, no outdoor seating. side – 5th floor, coffee machine (cooler – free water) h, d I like to add a 2nd floor. 6th floor. outside – .15 .5 – even worse. side, upgrade the equipment (upgrade laptops on the 5th floor, on the 4th it's more or less OK W 10 =&gt; 11th). .5 M., 15 doesn't show a menu. allpaper benches. But no parking</p>	<p>., 15 нет мест отдыха снаружи. знутри – 5-й, кофе автомат (кулер – вода бесплатная) ., ., отелось бы 2-й добавить. 6-й этаж. наружки – .15 .5 – еще хуже. нутри улучшить – обновить технику (обновить ноутбуки на 5-м этаже, на 4-м более-менее нормально W 10 =&gt; 11-ая). .5 M., 15 <u>не показывают меню</u>. бойная скамейки. Но нет мест</p>
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для машин.

## AO

The work schedule—choosing a classroom—isn't easy. More likely no than yes.  
big problem is getting a snack (lunch) and queues.  
Personally, I work 8 hours a day, and lunch is as mandatory as going to the bathroom.  
Meals are eaten every 6 hours. The buffet is very poor. And there's a queue.  
Going to any cafe—KFC, Chinese—is 12 minutes x 2—travel time plus a queue.  
4 hours + 5 minutes = 30 minutes—waiting time. 10 minutes—meal time.  
So this is a problem, especially if the time is unforeseen.  
Add a patio – a small winter garden.  
  
CAFÉ nearby  
"Xiao" + no lines, cheap – unusual food  
+ coffee, cheap – lines  
FC – 2nd floor  
Yumochnaya –  
Vietnamese cafe (Metro) –  
expensive  
olle – expensive  
peredkhod – pies and pastries  
cheap  
unhealthy – you have to eat in the underpass, you don't enjoy the food.

график работы – выбор аудитории преподавателем – дело непростое. Скорее нет, чем да.  
Ольшая проблема перекусить (пообедать) + очереди.  
Ично я каждый день по 8 часов – и обед такое же обязательное дело, как и туалет.  
аз в 6 часов – прием пищи.  
Буфет очень плохой. И очередь.  
ход в любое кафе – KFC, китайское – 12 мин\*2 – дорога + очередь.  
4+5 = 30 мин – ожидание. 10 мин – самое потребление пищи.  
оэтому это проблема, особенно если непредвиденное время.  
  
атио добавить – зимний сад малого размера.  
  
афе рядом  
Сяо» + нет очередей, дешево – непривычная пища  
К + кофе, дешево – очереди  
FC – 2-й этаж  
юмочная –  
Вьетнамское кафе (метро) -  
дорого  
толле – дорого  
переход – пирожки и выпечка  
дешево,  
зредно – есть приходится в переходе, не получаешь удовольствия от еды.

Function 1	Get Real-Time Canteen & Snack Availability
Actor	Student / Staff Member
Description:	Allows a user to see real-time status (queue length, wait time, menu, availability) for all on-campus and nearby food points to plan their meal break efficiently.
Starting Event:	User opens the mobile app or views a digital display in the lobby/common area.
Preconditions:	User has the app installed/loaded, or the digital display is operational. Canteen status data (e.g., from sensors/operators) is available.
Postconditions	The system displays a list of food points with their current status, enabling the user to make an informed decision.
Main stream:	<ol style="list-style-type: none"> <li><b>The system displays a list or map of available food points (M.15, M.5, 5th-floor coffee machine, 6th-floor buffet, "Xiao", IR Coffee, KFC, etc.).</b></li> <li><b>The user selects a food point or applies filters (e.g., "short queue", "cheap", "healthy").</b></li> <li><b>The system retrieves real-time data: current queue length, estimated wait time, today's menu/snack availability, and price level.</b></li> <li><b>The system displays the information for the selected point (e.g., "M.15 Buffet - Queue: 15 people (~12 min wait), Menu: Not Shown, Items: Low"; "IR Coffee - Queue: 5 people (~3 min), Coffee: Available, Pastries: Sold Out").</b></li> <li><b>The system highlights points that are overcrowded (queue &gt; 10 people or wait &gt; 15 min) or have low availability.</b></li> </ol>
Alternative streams:	<p><b>No available food:</b></p> <ol style="list-style-type: none"> <li><b>If the selected point is closed or all popular items are sold out, the system displays "Temporarily Unavailable" and suggests the nearest alternative.</b></li> </ol> <p><b>Data error:</b></p> <ol style="list-style-type: none"> <li><b>If live data is unavailable, the system displays the static schedule, typical menu, and average wait time for that time of day, with a "Live Data Unavailable" notice.</b></li> </ol>
List of rules	<ul style="list-style-type: none"> <li>Wait time is calculated based on current queue length and average service time per person (e.g., 45 seconds).</li> <li>Availability data updates every 2 minutes or upon a major change (e.g., item sold out).</li> <li>A point is considered "overcrowded" if the estimated wait time exceeds 15 minutes.</li> <li>Menu data for campus points (M.15, M.5) is sourced from a dedicated input by canteen staff; if not provided, a default "Menu Not Posted" status is shown.</li> <li>The system factors in travel time from the user's current location (using campus Wi-Fi/GPS) to the food point for total break time estimation.</li> </ul>