

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 Moscovskaya 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- Replace outdated kitchen equipment with modern, high-capacity appliances.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 => 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) й, й отелось бы 2-й добавить. 6-й этаж. наружи – .15 .5 – еще хуже. нутри улучшить – обновить технику (обновить ноутбуки на 5-м этаже, на 4-м более-менее нормально W 10 => 11-ая). ., 5 М., 15 <u>не показывают меню</u>. бойная скамейки. Но нет мест</p>
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	для машин.
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AO

<p>the work schedule—choosing a classroom—isn't easy. More likely no than yes.</p> <p>big problem is getting a snack (lunch) and queues.</p> <p>ersonally, I work 8 hours a day, and lunch is as mandatory as going to the bathroom.</p> <p>meals are eaten every 6 hours. The buffet is very poor. And there's a queue.</p> <p>going to any cafe—KFC, Chinese—is 12 minutes x 2—travel time plus a queue.</p> <p>4 hours + 5 minutes = 30 minutes—waiting time. 10 minutes—meal time.</p> <p>o this is a problem, especially if the time is unforeseen.</p> <p>dd a patio – a small winter garden.</p> <p>café nearby</p> <p>"Jiao" + no lines, cheap – unusual food</p> <p>+ coffee, cheap – lines</p> <p>FC – 2nd floor</p> <p>yumochnaya –</p> <p>etnamese cafe (Metro) – expensive</p> <p>олле – expensive</p> <p>eredkhod – pies and pastries cheap</p> <p>unhealthy – you have to eat in the underpass, you don't enjoy the food.</p>	<p>рафик работы – выбор аудитории преподавателем – дело непростое. Скорее нет, чем да.</p> <p>ольшая проблема перекусить (пообедать) + очереди.</p> <p>ично я каждый день по 8 часов – и обед такое же обязательное дело, как и туалет.</p> <p>аз в 6 часов – прием пищи. Буфет очень плохой. И очередь.</p> <p>оход в любое кафе – KFC, китайское – 12 мин*2 – дорога + очередь.</p> <p>4+5 = 30 мин – ожидание. 10 мин – самое потребление пищи.</p> <p>оэтому это проблема, особенно если непредвиденное время.</p> <p>атию добавить – зимний сад малого размера.</p> <p>афе рядом</p> <p>Сяо» + нет очередей, дешево – непривычная пища</p> <p>К + кофе, дешево – очереди</p> <p>FC – 2-й этаж</p> <p>юмочная –</p> <p>ьетнамское кафе (метро) - дорого</p> <p>Итолле – дорого</p> <p>ереход – пирожки и выпечка дешево,</p> <p>вредно – есть приходится в переходе, не получаешь удовольствия от еды.</p>
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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"> 1. 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.). 2. The user selects a food point or applies filters (e.g., "short queue", "cheap", "healthy"). 3. The system retrieves real-time data: current queue length, estimated wait time, today's menu/snack availability, and price level. 4. 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"). 5. The system highlights points that are overcrowded (queue > 10 people or wait > 15 min) or have low availability.
Alternative streams:	<p>No available food:</p> <ol style="list-style-type: none"> 1. If the selected point is closed or all popular items are sold out, the system displays "Temporarily Unavailable" and suggests the nearest alternative. <p>Data error:</p> <ol style="list-style-type: none"> 2. 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.
List of rules	<ul style="list-style-type: none"> Wait time is calculated based on current queue length and average service time per person (e.g., 45 seconds). Availability data updates every 2 minutes or upon a major change (e.g., item sold out). A point is considered "overcrowded" if the estimated wait time exceeds 15 minutes. 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. 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.