

# Business Analysis

## Need



### What is need?

“Need” is defined by BABOK as: A problem, opportunity or constraint with potential value to a stakeholder(s).

There is a **need to improve the quality, efficiency, and capacity** of canteen services across all three buildings of the School of Business.

### Problem Summary:

- **Overcrowded canteens:** Limited seating (or even no seating places like at Moscovskaya 5) and narrow serving areas cannot handle peak lunch traffic (especially at Moscovskaya 15A).
- **Poor menu diversity:** Moscovskaya 15A and 5 have limited dish variety — repetitive options discourage students from using the service.
- **Low food quality:** Complaints about freshness, taste, and nutrition value.
- **Slow service:** Moscovskaya 5 suffers from inefficient order handling and long queues.
- **Uneven quality across locations:** Oboyanaya 7 offers better meals, leading to perceived inequality in student experience.

## **Business Need Definition**

The School of Business requires an improved, efficient, and equitable canteen system that delivers high-quality, diverse, and timely food service to all buildings to ensure student satisfaction, operational efficiency, and institutional reputation.

## **Root Causes (identified or hypothesized)**

- Inefficient layout and small facilities.
- Limited staffing during peak hours.
- Outdated kitchen equipment slowing down meal preparation.
- Lack of standardized quality control.
- Weak supplier management or limited budget for diverse ingredients.
- No digital system for pre-ordering or real-time demand management.