

# Business Analysis

## Value



### What is Value?

Value is the worth, importance, or usefulness of something to a stakeholder within a context. It is the ultimate benefit realized by stakeholders from a solution that addresses a defined need. Value is not solely financial; it can be measured in increased satisfaction, improved efficiency, enhanced reputation, or strategic advantage.

The core purpose of any business change is to deliver value by closing the gap between the current state and the desired future state, as measured by key performance indicators.

### The Value Delivered by the Canteen Solution

The modernization of the canteen system is designed to generate significant, measurable value for all key stakeholders:

**Value for Students:** The solution delivers value through tangible improvements in their daily lives: shorter wait times (under 5 minutes), higher quality and more diverse food options, and a more comfortable dining experience with adequate seating. This translates to saved time, better nutrition, and increased satisfaction.

**Value for Teachers & Staff:** They receive value through efficiency and convenience. Faster service and a less crowded environment mean they can rely on the canteen for a quick, high-quality meal during their limited breaks, reducing daily stress.

**Value for the University Administration:** The project delivers strategic and reputational value. By improving a key student service, the administration boosts overall student experience and morale, enhancing the school's reputation as a modern, student-friendly institution. It also creates operational value by making better use of space and resources, potentially leading to more sustainable financial performance.

**Value for Canteen Employees:** They gain value through improved working conditions. A more efficient layout, modern equipment, and better procedures reduce chaos and stress during peak hours, leading to higher staff morale and productivity.

Ultimately, the collective value realized by these stakeholders works together to achieve the overarching goal: a higher-performing, more equitable, and positively regarded canteen service that supports the educational mission of the School of Business.