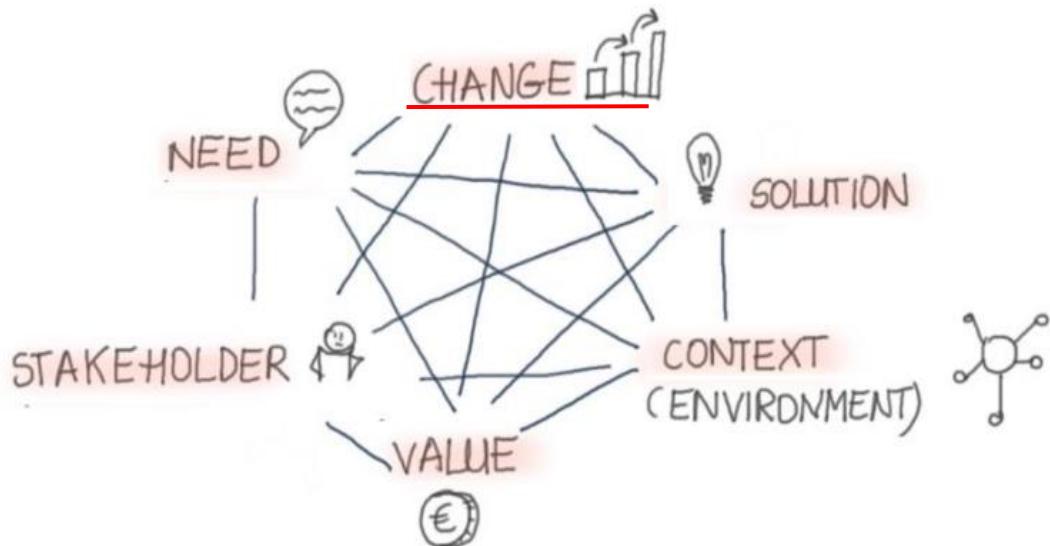


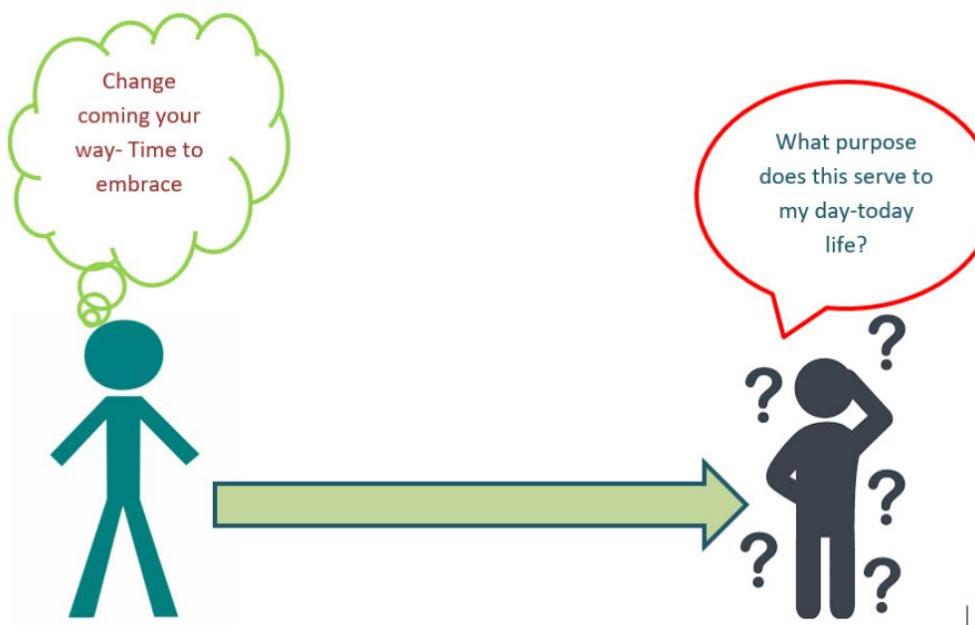
## Business Analysis

### Change



### What is change?

Change is the transition of an organization, system, or team from the current state (“as-is”) to the desired state (“to-be”), aimed at achieving business goals and increasing efficiency.



### Improving the work of the institute canteen

As we highlighted earlier the Institute's canteen faces a number of challenges:

1. Insufficient amount of food by lunchtime.

2. The quality of the dishes leaves much to be desired.
3. Long queues during rush hours.
4. There are not enough seats.

**The current situation looks like this:** an average of 150 people are served per day, while many remain dissatisfied or leave without eating.

So, our **goal** is to increase the quality of service and the capacity of the dining room to serve at least 250 people a day without queues, achieve a user satisfaction level of at least 80% (according to surveys) and reduce the average waiting time in the queue to less than 5 minutes.

The GAP table			
Indicator	Current	Target	Gap
Number of people served	150 people/day	250 people/day	+100 people
Customer satisfaction		80%	40%
Waiting time	15 minutes	<5 minutes	-10 minutes

#### **ToDo (Measures to achieve the goal)**

1. Organizational measures include: optimizing the schedule of visits (for example, lunch on streams), the introduction of online orders/pre-orders to reduce queues, adding self-service cash registers.
2. Production measures include: an increase in the amount of food prepared during rush hours, updating the menu with a focus on popular and fresh dishes, introducing tastings and feedback through student surveys.
3. Infrastructural measures include: expanding the dining area or adding outdoor seating in summer, redevelopment of the space for more efficient planting.