

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- Replace outdated kitchen equipment with modern, high-capacity appliances.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.