

Business Analysis

Stakeholders



STAKEHOLDER 

A group or individual with a relationship to the change, the need, or the solution.

Types of Stakeholders



STAKEHOLDER REGISTER

Stakeholder name	Title / Group	Role	Power (H/M/L)	Interest (H/M/L)	Requirements	Concerns
Students	User / Customer	Primary User	L	H	Significantly better food quality and variety, shorter queue times, more affordable pricing, more seating.	Increased prices, reduced menu options, slow implementation of changes, queues
Teachers	User / Staff	Secondary User	M	H	Quick service during limited breaks, high-quality, healthy options, pleasant, quiet environment for quick lunches.	Crowding with students, increased prices, changes disrupting their established lunch routine.
University Administration	Executive Leadership	Decision Maker / Budget Holder	H	M	Positive student experience, efficient use of space and budget, reputational benefit, compliance with regulations.	High cost of renovation/expansion, student complaints continuing, long-term operational deficits.
Canteen employees	Staff	Operator / Implementer	M	H	Better working conditions, adequate staffing levels, efficient kitchen layout/equipment, clear operational procedures.	Increased workload, low morale due to complaints, risk of job loss or changes to working hours/roles.
Food Suppliers	External Partner	Provider	M	L	Stable, long-term contract, clear and consistent order volumes, timely payments.	Pressure to reduce costs while maintaining quality, changes in order volume/frequency based on new menu.
Local Health Authorities	Regulator	Assessor / Enforcer	H	L	Full compliance with all hygiene and safety regulations, proper food handling, clean facilities, appropriate waste disposal.	Continued violations, risk of foodborne illness outbreaks, facility failing inspections.