
MadeinFit

**Fitment
Vision Document**

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1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the "MadeinFit" system. It focuses on the capabilities needed by the stakeholders and the target users, as well as the reasons behind these needs. Detailed information on how the system meets these needs can be found in the use-case and supplementary specifications. This Vision document provides an overview of the entire document, including its purpose and references.

1.1 References

Furniture websites references:

Sol'ace

- Title: Sol Ace Furniture Catalog 2023
- Publishing Organization: Sol Ace Furniture
- Source: [Seamless Furnitures | Sol'ace](#)

IKEA Product Specifications

- Title: IKEA Furniture Product Specifications
- Publishing Organization: IKEA
- Source: [Hej! Welcome to IKEA Global](#)

Natuzzi Design Guidelines

- Title: Natuzzi Furniture Design Guidelines
- Publishing Organization: Natuzzi
- Source: [Natuzzi Italia & Natuzzi Editions](#)

Shopee Ecommerce Platform

- Title: Shoppe E-commerce Platform Reference
- Date: 1/11/2023
- Publishing Organization: Shoppe
- Source: [Shopee Việt Nam | Mua và Bán Trên Ứng Dụng Di Động Hoặc Website](#)

2. Positioning

2.1 Problem Statement

The problem of	Presenting an ecommerce platform of the furniture industry, which represents a bridge between customers and sellers all over the world (selling products like dining furniture, display cabinets, sofas, beds, kitchen systems...)
Affects	Furniture manufacturers and target customers (households, couples, families, ...)
The impact of which is	Local furniture studios and manufacturers are struggling with building reputation and publicly recognizing, despite unique

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	works, quality products, and customer service policies. In terms of demand, the furnishing market is starved for new ideas, breakthrough abstraction of interior design, and outstanding aesthetics.
A successful solution would be	Facilitating furnishing studios and seller's customer attractiveness by product catalogues and providing ideas of furnished apartments. Furthermore, customers can easily find products fit into their aesthetics taste, which also meet their budget.

2.2 Product Position Statement

For	Customers, furnishing sellers, retailers and furniture manufacturers, studios, administrator
Who	Customers who need reliable furniture from trustworthy manufacturers. Furnishing studios and manufacturers that need a place for publishing their works of beauty and craftsmanship.
The (product name)	Fitment – furniture ecommerce platform
That	Like a tool for doing a study of furniture for new home, customer can take advantage of our providing ideas. Furthermore, price comparison and negotiation with the seller is welcomed. For sellers, we create a place for their products to be published. Not to mention brand realization.
Unlike	Our competitors businesses, existing platforms.
Our product	Customers can look for products that meet their preferences of taste, or with provided concepts and ideas. Besides, contact with sellers is welcomed. Transparently provided product information and photographic presentation is ensured by sellers. Return and warranties policy provided understandably for customer benefits. We charge only the small percentage of profit sellers made.

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3. Stakeholder and User Descriptions

3.1 Stakeholder Summary

Name	Description	Responsibilities
Development team	Team members of MadeinFit	Planning and developing solution implementation: database, website features and documents. Also ensuring websites operate smoothly with users interaction and websites' responsiveness on different devices, browsers are developing team responsibilities.
Supervisors	Teacher Assistants	Keeping track of project progress, guidance providing about project requirements and implementation.
Administrator	The office of registrar	Managing data, such as users data, sellers activities, purchasing history, ...Also taking care of the database.
Customers	Users who are in demand of purchasing furnishing products	Connecting to potential sellers, purchasing products via websites, following customer policies.
Retailers and furnishing studios	Manufacturers and furnishing businesses who need to develop promotions or sell products on e-commerce platforms.	Using provided tools for product promoting, applying customer policies. Strictly following sellers policies.

3.2 User Summary

Name	Description	Responsibilities	Stakeholder
Administrator	The office of registrar	Managing data, such as users data, sellers data, purchasing data, ...Also taking care of databases.	Self-represented

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Name	Description	Responsibilities	Stakeholder
Customers	Users who are in demand of purchasing furnishing products	Connecting to potential sellers, purchasing products via websites, following customer policies.	Self-represented
Sellers and furnishing studios	Manufacturers and furnishing businesses develop promotions on e-commerce platforms or simply need an ecommerce platform for selling products.	Using provided tools for product promoting, applying customer policies.	Self-represented

3.3 User Environment

The user's environment is the browser, platforms such as Google, Microsoft Edge, Mozilla Firefox.

The tasks remain unchanging: surfing for ideas and product interest, purchasing furnishing products, contacting manufacturers and sellers via email, chatting applications. User's access to the websites will depend on the uptime of the local server.

There are no unique or specific environmental constraints: As long as being capable of using technology devices and the Internet.

- For customers: Any customers who are able to afford the purchase of furniture.
- For sellers and manufacturers: Any sellers, manufacturers who are willing to share a modest percentage of profit they make on this ecommerce platform and follow seller policies.

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3.4 Summary of Key Stakeholder or User Needs

Need	Priority	Concerns	Current Solution	Proposed Solutions
Complicated user journey	High	<p>The ecommerce customer journey is the complete end-to-end experience of a customer from the initial interaction with a brand's online store to the final purchase. This includes browsing, product selection, checkout, and post-purchase support.</p> <p>Mostly depending on the aesthetic taste of customers in furniture, finding a proper retailer with a fair price is difficult.</p> <p>Struggling to reach out to potential customers, many businesses can not expand gradually despite years of experiences, creativity and quality.</p>	Abroad ordering, which takes more than 3 months of processing the order and freight. Unsurprisingly, the price is usually costly because of being bespoke.	<p>A new ecommerce platform is a critical solution. Customers can look for products that meet their preferences of taste, or with provided concepts and ideas.</p> <p>For the retailers and furnishing studios, this is a fruitful way for product promotions, getting public recognition of works.</p>
Furniture warranties	High	<p>Customers usually find poorly assisted customer policies, which discourage client purchasing.</p> <p>Expensive costs of lifetime warranties do not seem attractive to customers.</p>	<p>Disappointing furniture warranties because manufacturers are abroad.</p> <p>Refurbishing services requires trust and time.</p>	The transparent information about warranties needs to be provided in the purchasing process.
"I'm not happy with my orders"	Medium	<p>Sophisticated scams when purchased online like poor quality, wrong orders, missing orders, ...</p> <p>Return policies not customer-favorable, which lead to dissatisfaction.</p>	<p>Buying directly at the showroom.</p> <p>Choosing distributors with reputations.</p>	More photos of products, description and video must be presented.

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Need	Priority	Concerns	Current Solution	Proposed Solutions
Price comparison	Medium	Time-consuming process of price considering and study. Tough for negotiating.	Taking advantage of showrooms catalogues for time-consuming studying the relationship between quality and cost.	Efficient comparison between many suppliers is an advantage. Moreover, customers can contact sellers for price dealing.

3.5 Alternatives and Competition

Businesses	Strengths	Weaknesses
Natuzzi – Italian quiet luxury furniture	<p>Defined as a pioneer in the furniture market, Natuzzi benefits from brand's long history and credibility. With high brand recognition, their products change word shout out the quiet luxury and furthermore elegant sense of aesthetics to customers.</p> <p>This brand provides a variety of customer segments within the Furniture and Fixtures market. Having extensive product offerings, Natuzzi offers every segment beauty and exquisite Italian craftsmanship.</p>	<p>However, competing companies can clearly copy the business model of Natuzzi. To overcome this problem, Natuzzi needs to build a platform model that can bring together suppliers, distributors, and clients.</p> <p>In addition, the website provides an overwhelming amount of information which leads to bad user experience.</p>
IKEA – Swedish ready-to-assemble furniture	<p>The key to IKEA's success is affordability. In comparison, their prices for home products and furnishings are more reasonable. Furthermore, IKEA's products generally get praised for their quality and durability.</p> <p>IKEA's ability to update their products without compromising its basic principles is one tactic that has proven successful. They are selling products which are not only functional, but also effortlessly disassembled and reassembled.</p> <p>IKEA was ranked as the most valuable furniture retail brand in 2020 (almost \$48.1bil).</p>	<p>With cheap market segmentations, customers found it disappointing due to products of low quality. With their high reputation, this is a huge turn-off for clients.</p> <p>Lately, this business has had some bad publicity. Wood demand has risen gradually due to IKEA's expansion. Mainly affecting forest cover, giant in furniture business is being a threat to the environment, at least in conservationists's eyes.</p>

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Businesses	Strengths	Weaknesses
Shopee – one of the leading e-commerce platforms in Southeast Asia	<p>Among the forest of e-commerce platforms, Shopee has its stand as a pioneer for the trend of mobile browsing and shopping via smartphones.</p> <p>User-friendly interface, extremely catching up with the trends, reliable shipping and delivery services are Shopee advantages over other platforms in the furniture market.</p> <p>Diversifying product categories and pricing, which is helpful for manufacturers from all market segments attracts their potential customers.</p>	<p>On the other hand, there have been many scams of poor product quality, and wrong orders because of the platform scale, which makes it difficult to manage credibility.</p> <p>Missing or providing missed information and inadequate photograph presentation of sellers.</p> <p>Return and refund policies are one of the main reasons for customer disbelief and hesitation to purchase.</p>

4. Product Overview

4.1 Product Perspective

Fitment is a comprehensive e-commerce platform tailored for the interior design and furniture industry. It acts as a bridge between customers seeking quality furniture and interior design solutions and our brand. The system will serve as a user-friendly online marketplace that merges aesthetics with architecture.

There are 6 key features:

- **User-Centric Design:** The website will focus on creating a seamless and engaging user experience, providing tools for customers to explore, choose, and purchase products effortlessly.
- **E-commerce Capabilities:** Users will be able to browse a wide range of furniture products, add items to their cart, and complete secure online transactions. The website will support multiple payment methods, including credit/debit cards, PayPal, Apple Pay, and Google Pay.
- **Interior Design Integration:** Customers can access interior design services through the platform, allowing them to visualize how furniture will fit into their living spaces.
- **Global Reach:** The system will embrace diversity and global perspectives, catering to a wide range of customers worldwide.
- **Sustainability:** The website will promote eco-friendly practices, offering sustainable product choices and information on responsible material sourcing.
- **User Profiles:** Users will have the ability to create accounts, manage their preferences, and receive personalized recommendations.

4.2 Assumptions and Dependencies

- We assume that the website will be accessible to users on modern web browsers such as Chrome, Mozilla Firefox, and Microsoft Edge.

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- Integration with third-party payment processors and secure online payment handling will rely on external APIs and services.
- The website's product offerings and interior design services are assumed to be provided by the brand, and data accuracy depends on the company's internal systems.
- Maintenance and updates will depend on consistent support from our IT and development team.

5. Product Features

No.	Feature name	Description	Priority
1	Browsing and product discovery		
1.1	Product catalog	Users start by browsing through well-organized categories like living room, bedroom, and dining to discover furniture options.	High
1.2	Search functionality	Allows users to find products quickly by keywords or product ID. Advanced search bar with auto-suggestions and autocomplete.	High
1.3	Filters and sorting	Users refine their search results based on criteria like relevance, price range, styles, positions, or customer ratings.	Medium
1.4	Social sharing and reviews	Users can engage with product reviews and share items they like on social media, contributing to product discovery.	Low
2	Product exploration		
2.1	Detailed product pages	Users click on a product to learn more, view high-quality images, read detailed descriptions, check dimensions, materials, and care instructions.	High
2.2	Visual customization viewer	Users can explore different options and pick colors or patterns of the product, after that the website can display the outcomes.	Medium
2.3	Reviews and rating	Users assess the quality and suitability of the product based on the feedback of other customers. Accordingly, they can make decisions whether to purchase the product or find another option.	High
3	User account management		
3.1	User sign in or registration	Sign in Users are prompted to enter credentials like their registered email, or phone number, and their password.	Medium

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No.	Feature name	Description	Priority
		<p>Optionally, offer the option to sign in with social media accounts or phone number for convenience.</p> <p>In case users forget their password, a “Forgot password” link is typically provided, by clicking, the system initiates a password reset process, usually involving email verification.</p> <p>If users don’t have an account, a “Create an account” link is provided.</p> <p>Registration</p> <p>Users can create an account by providing their email address, choosing a password, and possibly entering some basic personal information.</p> <p>Optionally, offer registration through social media accounts or phone number for convenience.</p>	
3.2	Account profile	Users can access and update their profiles. Includes adding, changing contact information, shipping addresses, and payment methods.	Medium
3.3	Order history and tracking	A dedicated section within the user account, allows users to view their order history. Each order is listed with details like order date, order status, and tracking information.	High
3.4	Password reset and security	Users have the option to reset their passwords if they forgot them, ensuring continued access to their accounts. Account security features, such as two-factor authentication (2FA), can be implemented for additional protection.	High
3.5	User support	<p>Contact options</p> <p>Users can report issues or seek assistance through various contact options, including:</p> <ul style="list-style-type: none"> • Live chat: real-time chat supports for immediate assistance • Email: a dedicated email address or contact form • Phone support: a customer service hotline • Help center: a self-service help center with frequently asked questions (FAQs) and troubleshooting guides <p>Implement a ticketing system to track customer support</p>	

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No.	Feature name	Description	Priority
		requests, which helps both users and customer agents monitor the progress of inquiries. Response and resolution timeframes	
4	Shopping and cart management		
4.1	Shopping cart	User add selected items to the cart and can edit or remove them. Registered users have the option to save items to their wish list or favorite for future reference.	High
4.2	Product availability and inventory management	Users are notified of stock status and can confidently proceed with their selections.	High
5	Checkout and payment		
5.1	Checkout process	Users proceed to the secure and streamlined checkout process, choosing from multiple payment options.	High
5.1.1	<i>Shopping cart review</i>	<i>Before proceeding to checkout, users are presented with a summary of the items they have added to their shopping cart (product names, quantities, prices, subtotal, estimated delivery date).</i>	High
5.1.2	<i>Login or guest checkout</i>	<i>Users are given the option to either log in to their existing account or proceed as a guest. Registered users can benefit from a faster checkout process with their stored information, while guest users provide their details manually.</i>	Low
5.1.3	<i>Shipping and delivery information</i>	Shipping address <i>Users enter or verify the shipping address for the order. This includes the recipient's name, street address, city, state or region, postal code, and contact information.</i> Shipping method <i>Users select their preferred shipping method or delivery unit, shipping costs are calculated and displayed clearly for comparison.</i>	High
5.1.4	<i>Payment information</i>	<i>Users enter their payment details, which typically include credit card information, debit card information, or digital wallet details (such as PayPal, Google pay, ApplePay).</i>	High

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No.	Feature name	Description	Priority
		<i>Users may also have the option to apply any discount codes or gift cards at this stage.</i>	
5.1.5	<i>Order summary and confirmation</i>	<p>Order review</p> <p><i>Before finalizing the purchase, users have the opportunity to review their order one last time. They can verify the accuracy of the items, shipping and billing information, and the total order amount.</i></p> <p>Place order</p> <p><i>Once users are satisfied with the order details, they proceed to the final step, which is usually labeled "Place order"</i></p> <p><i>Clicking this button confirms the order, and the payment is processed.</i></p> <p>Order confirmation</p> <p><i>After successfully placing the order, users receive an order confirmation page. This page includes an order summary, an order number, estimated delivery dates, and a confirmation message.</i></p> <p><i>Users may also receive an order confirmation email.</i></p>	High
5.1.6	<i>Thank you page</i>	<i>Following the order confirmation, users are directed to a "Thank You" page. This page may provide additional information, such as customer support contact details, return policy information, or product recommendations.</i>	Low
5.1.7	<i>Order cancellation</i>	<p><i>Users who wish to cancel an order can submit a cancellation request through their user account.</i></p> <p><i>Confirmation and refund occur upon successful order cancellation, users receive a confirmation of the cancellation and information about the refund process, including expected timelines for receiving funds.</i></p> <p><i>Order status update to reflect the cancellation.</i></p>	Medium
6	Post-purchase and support		
6.1	User accounts	Registered users can access their order history and track their orders.	High
6.2	Customer support	Users can contact customer support via live chat, email, or phone for immediate assistance.	Medium

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No.	Feature name	Description	Priority
6.3	Return and exchange policy	Users can review the return and exchange policy for post purchase inquiries.	Low
7	Ongoing engagement and inspiration		
7.1	Blog or content section	Users can explore the content section, includes design inspiration, home improvement tips, or furniture care guides.	Low
7.2	Product recommendations	Users may receive personalized product recommendations based on their browsing and purchase history to keep them engaged.	Low

6. Non-Functional Requirements

- **Performance:**
 - **Response time:** The website response time should not be slow, its downtime should not exceed 5 seconds and should not be crashed frequently.
 - **Scalability:** The website should be able to handle increased traffic without significant performance degradation.
 - **Load balancing:** Load balancing mechanisms should distribute traffic evenly across multiple servers to prevent overloading.
- **Availability:**
 - The website should be available 24/7 with minimal downtime for maintenance or upgrades.
 - High availability is crucial for e-commerce websites to ensure users can access the site and make purchases at any time.
- **Reliability:**
 - The website should be stable and reliable, with minimal errors or system failures.
 - Regular backups and disaster recovery plans should be in place to ensure data integrity.
- **Security:**
 - **Data encryption:** User data, including personal and payment information, should be securely encrypted during transmission.
 - **Authentication and Authorization:** Strong authentication and authorization mechanisms should protect user accounts and sensitive information.
- **Compatibility:**
 - The product should be able to be accessed from popular platforms such as Google Chrome, Microsoft Edge, Mozilla Firefox, Safari.
 - It should be responsive and adapt to different screen sizes.
- **Usability:**

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- It allows customer to store more than 20 products, allow sellers to sell more than 50 products.
- The website should have an intuitive and user-friendly interface, making it easy for users to navigate and find what they need.