OUTPUT:

* The BumbleBee system must produce a daily activity report.
* BumbleBee must produce an organization-wide sales report each month.
* Personal Trainer headquarters has to prepare statements and mail them to each individual customer.

INPUT:

* Customers have to mail their payments (presumably monthly) to the PT headquarters.
* Local managers have to create an accounts receivable summary and send them to headquarters.

PROCESS:

* BumbleBee systems have to connect properly between local to HQ systems for critical business functions.
* BumbleBee has to calculate the quarterly profit and loss report for each activity.
* BumbleBee has to calculate inactive members and late payers into quarterly reports and customer bill statements.

PERFORMANCE:

* Each location has to be set to handle at least 500 regular members throughout the year, as the average ranges from 350-500.
* Premium amenities have to be available at all times during operating hours for full members.

CONTROL:

* BumbleBee and the Check-in process must properly differentiate between full and limited members.
* The BumbleBee systems at each location and HQ must remain secure 24/7 as the contain sensitive member information.

TCO - Total Cost of Ownership  
  
Susan should explain as follows:  
  
 TCO is a methodology we use to determine the cost of a project from start to finish, including every aspect that we can estimate, and leaving room for potential, and likely, unknowns. In other words, we want to account for everything we can, including “Invisible Cost”.

Essentially, this can include the cost to train new employees, the cost of labor for construction, the cost to order new equipment including the labor for the employee who has to work out the orders, long term maintenance, upgrades, repairs, stocking fees… The list goes on. To make this simpler though, we’ll use all the information we have to shape a TCO model that’s customized for Personal Trainer. This a one of the main reasons that we spend so much time analyzing and gathering data, so that we can reduce the complexity and overall TCO to a minimum.