Assignment no 1

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1) Define a problem statement and give a brief
Executive Summary Snapshot.
▷ Problem
▷ Executive Summary Snapchot
▷ Project description
▷ Project scope
▷ Process

* Sample Business Requirement Document Template.

▷ Problem :-
Flourishing couriers pvt. ltd. is experiencing various
problems which are directly affecting their business
profit and image and overall customer experience. Due
to the following reasons they are unable to
gain new customers and unable to get hold of
their old customers also due to which they
are having their revenues in negative. The main
reasons are higher operational costs, lack of
digitalization and poor customer satisfaction.

▷ Executive Summary Snapshot :-
- As per the customers feed back or data many customers
  face various problems.
- So taking all the problems into consideration we

need to make a software and a ghs courier tracking app to digitalize the business.

* Here are some problem faced by customers:-

1) Proper billing.
Customers are unable to get a proper computer generated bill with all important info.

2) Ghs tracking for business and customer.
The business owner and customers are unable to track their trucks and packages to get a estimate of the delivery.

3) Expenses and fuel managment
Due to lack of digitalization the business owner is unable to track their expenses.

▷ Project description:-
The aim of the project is to resolve all the issue of owner and customers.

Objective:- To make a website and a application to resolve the problem.

1) Real time ghs tracking application
Application of this will result in ~~perfect~~ ~~in~~ real live tracking so that customers can get an estimate of the delivery date.

2) Expenses tracking

Expenses tracking application so that the owner can control the expenses and monitor each and every expense.

3) Proper billing services

Proper billing services for the owner so that he can keep track of the order and for customers so that they can get all important information they want as delivery estimated date, order no, tracking no.

▷ Project Scope:-

1) Digitalization of the whole courier services.
2) Accurate delivery date estimation system.
3) Proper billing with all important information.
4) Improving customer experience.
5) Providing real time of the tracking.

▷ Process

1) Design

2) Development

3) Testing & Validation

4) Deployment & Launch

* The total quotation of the following program is 10 lakhs.