# Chapter-1: Introduction

## 1.1 Introduction to projects

As developing of infrastructure is growing rapidly in the country. Many small and large companies have been providing title and marbles in different big or small cities of the country.

As like other, Shreesh Tiles Company is also a small scale company which also have been providing local tiles across different large and small cities of the country since last 5 or 6 years. Since it started providing tiles to till now it has been provided tiles to its customer manually. Which was really difficult for both companies to dispatch order and customer to make an order of product as their need.

So this project is about making higher customer satisfaction and increases the productivity of the company. This is done by changing the manual method of order and dispatch of product into a web-based system. where customer can view all the details of tiles that are available in the company and can make easy order of product as their need. Whereas on the other side the staff of the company will manage all the details of products that will be available in the company. Admin will also manage customer account along with their confirming order and dispatch of products.

## 1.2 Background and Problems Statements

About the background, there is some web-based system that supplies marbles and tiles online in different cities. But these system supplies both local and imported marbles and tiles.

In the case of Shreesh Tiles Company, this available system was not used. It has been manually supplying its products to the customers which were really difficult and tedious work for both the company and customer. So, to handle and mitigate these problems Local Tiles Online Order developed. Which will only supply local tiles to its customer. In this system, customer can view all the details of available product in the company and can make an order as their requirement. On the other side, the company manage order and can add product details that will be available in the company.

Implementing this system customer satisfaction will be high. Company efficiency and productivity will increase with the smoothness in the work.

## 1.3 Overview of Projects

Local Tiles Online Order is a web-based system that aims to change the manual or old method of ordering and dispatch of product into automation. Which help to achieve greater user satisfaction and increase the productivity of the company.

The system has two types of user that is admin and customer or user. Customer is a normal or front-end user who can see all details of product and vehicle that are available in the company. But to use some other features and functionality user needs to register and login to the system providing require information that is needed. Once login user can make an order, manage their profile and can also manage their order. And on the other side admin who is like a backend user of the system manage all details of customers, vehicles, and products. Admin also confirms the order made by the customer then dispatch the order as information provided.

Some of the features of this system are listed below:

* Customer can view all details of the product and vehicle that are available in the company.
* Every customer can register and login to the system
* Login customer can make and manage his/her orders
* Admin manage users, products and vehicle details
* Admin can also confirm order and dispatch

Including all the proposed and required feature and functionality system is developed considering the user-friendly interface that helps the user to experience easy and effective to use the system with satisfaction.

## 1.4 Aims

The system aims is to automate the traditional method of ordering tiles that have been followed by the company since it started. So some system aims are given below:

* Computerized the record of customers.
* Manage unnecessary waste of time, cost and effort.
* Increase productivity and make smoothness in the work.
* Increase customer satisfaction by providing fast, reliable and easy service

## 1.5 Objective

Some of the objectives of the system are listed below:

* To develop a user-friendly system.
* To show all the details of the available product and vehicle in the company.
* To create a database for storing customer details.
* To automate and enhance the existing system by increasing its efficiency and productivity.