PRELIMINARY PROJECT AND INTERVIEWS

**Software Engineering Project, UNEX**

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# Description of the business

“Mauro’s Cake Shop”, henceforth, is dedicated to the elaboration of bakery products with a variety that encompasses homemade sweets, puff pastry bagels and cakes. It is located in La Zarza (Badajoz), in Coso Street, nº 13.

The Cake Shop, besides being a local business, reaches a big amount of clients distributed across the whole country thanks to a transport agency which exports their products to other zones in Spain. Their flagship product, the puff pastry bagel (which takes the 80% of the production) is recognized a lot (regionally mainly).

This business has a familiar work environment. This is due to the fact that most of the employees belong to the same family, with the exception of two employees. With this said, we can easily identify the employees that José María told us about in the interview:

They have 8 employees, with José María being the boss of the business. The organization chart, as José told us, would look like the one of the figure below.





















As you can see, there is no distinction between different roles inside the business. In this case, all the employees do the same function: (creation of products and attending the clients). The only one that does other activities is the boss, who orders the products to the providers and contacts the transport agency for the exportation.

Also, as we were told, the business’ accounts are carried by a management. As result, the accountability factor is an external element to the business.

# Description of the problem

Mauro’s Cake Shop is not informatized in any ways. The only media where it has some reach are the social networks. They have a Facebook page so they can promote the business, but it is not working as expected.

Due to the lack of informatization, they command to the management to carry every economic matter of the business. This can be seen as a problem as it means extra expenses which could be replaced along the time if they did it through a dedicated application.

They also lack a provider’s tracking system which could also include information about the status of the exportations and a rating system for the consumers’ sake. Everything is done manually.

They have a cash register which doesn’t get the data of the daily profit reflected in any database (and the same with the expenses). Not having the business informatized implies a lot of time-waste and they dedicate more time (and resources such as money) to other matters that has nothing to do with cake’s production, so we could say that they’re losing profit.

# Goals to achieve

In the next interview we will talk with the business’ owner about the system requirements that we are going to design

En la siguiente entrevista hablaremos con el dueño de la empresa a cerca de los requisitos del sistema que se va a diseñar.

# Restrictions

We will talk later with the owner about the restrictions.

# Interviews

The Saturday 23th of September at 10:00 A.M. we met José María, the boss of **Mauro’s Cake Shop** with the purpose of having our first interview. We managed to gather a nice amount of information for writing this preliminary project.

Until now, we’ve done a single interview with the owner of Mauro’s Cake Shop. We have another scheduled the Friday 29th of September at 10:30 a.m.

In the second interview we plan to talk about the general budget and the different ways of the informatization of their business.

# Compilation of documents

The owner offered us to lend some documents such as bills and providers’ information among others.