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Phnom Penh Royal of University

# SOFTWARE ENGINEER

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Plan Project  
QMS

(Queue Management System)

Group: 2

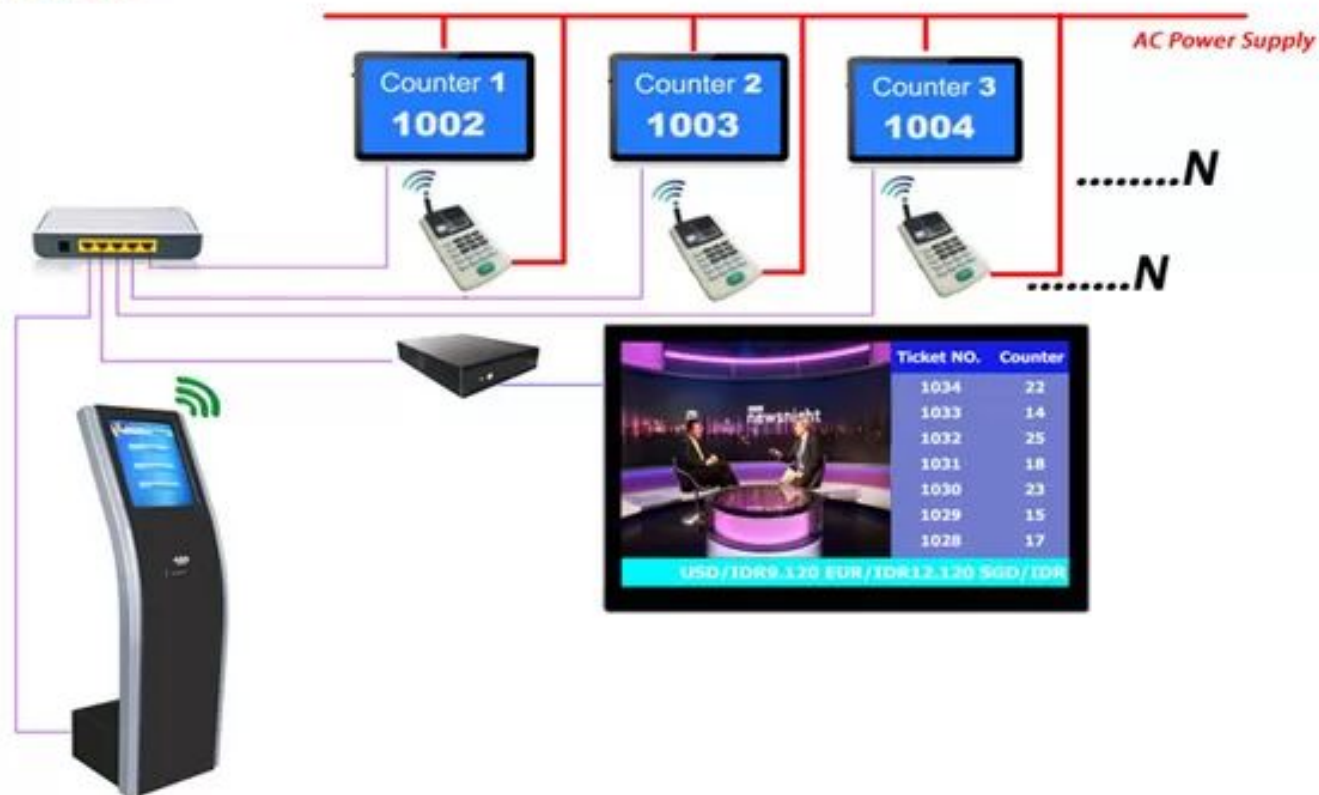
- Chhon Nat
- Chhoeng Tem
- Davuth Davin
- Dom Raksmeay

# Queue Management System





# Queue Management System



# What is a Queue Management System?

A Queue Management System (QMS) is a software solution that helps organizations manage queues of customers or clients. It does this by automating the process of queuing, routing, and serving customers. QMS can be used in a variety of settings, such as banks, hospitals, retail stores, and call centers.

# Benefits of using a QMS

- Reducing wait times
- Identifying and eliminating bottlenecks
- Improve Customer Satisfaction
- Increased Operational Efficiency
- Increased staff productivity
- Better data collection and analysis
- Reduce Costs
- ...

# Planning

- Timeline
  - Requirements gathering : identify all of documents organization and stakeholders
  - System design: designing the architecture and functionality of QMS.
  - Development: React (UI), Laravel (API), MySQL, ...
  - Deployment : installing and configure QMS on production environment .
  - Training: train the staffs and how use QMS
  - Support: providing support to staffs and stakeholders after QMS deployed





QMS Timeline for 12 weeks

## - Budget

Step activated	Duration	Income (\$)
Research and requirements gathering	3 weeks	100
System Design	4 weeks	200
Development	4 weeks	400
Testing And Deployment	1 weeks	100
Services	3 months	Free
Hardware	+	+
	Total	800

- Communication

- Who needs to be informed about the project?
- How often will stakeholders be updated?
- What information will be shared with stakeholders?
- How will stakeholders be able to provide feedback?