***Scenario:***

**Quickshop Ltd is a chain of 30 local convenience stores across Cornwall and 5 larger stores in Penzance, Redruth, Bodmin, Launceston and Bude. The company has been a family business since the 1950’s and with retirement of the original owner has seen rapid expansion in the last 5 years under the leadership of the new CEO,Tom Hewer.**

Quickshop Ltd turned over £15million in the last twelve months to April. Whilst the convenience stores provide a stable income, the future of the business is seen in the larger stores where the focus has been on selling local quality produce. The business vision is the creation of another 5 larger stores in the next 3 years, with a store in every Cornish town within the next 10 years. Aside from quality local produce, the stores stand out due to their friendly and knowledgeable staff that provide outstanding service to each and every customer.

John Small, the operations director, would like to enter the home delivery market. Whilst he knows that there is little profit in this area, the increase sales and turnover will allow them to leverage better deals from suppliers. The Quickshop website is currently a simple brochure still site that tells the world about their locations and business values, but little else.

The logistics and head office for the business are based in an industrial estate at St Columb Major. The recent expansion in the number of stores has created a need for either more warehousing or better supplier management and logistics. Bill May, the head buyer, believes the future must be in computerisation of the supply chain, linking together their stores and suppliers to become more lean and reduce stock holdings.

However, things are not running smoothly in the stores. Store Managers in the larger stores have been complaining that the Point of Sale Systems are old and slow. They have reported that customers have been complaining about the length of the checkout queues. In the smaller stores, the managers have been complaining about the time delay it takes to replenish them with items when there is a sudden rush. Gerald, the convenience store manager in Newlyn, reported that ‘When we had a hot spell, we ran out of charcoal, disposal barbeques and cider within two days, it took 4 days before we had more stock, we lost a lot of money from missed sales’

Your company has successfully completed a number of small projects for Quickshop Ltd, so it is no surprise when Tom Hewer and John Small contact your company and invite you in for a meeting to discuss the range of issues they have.

Tom: We’ve got a range of issues that all seem to relate to our systems not keeping up with the speed our business is growing. I have some money to invest so that we can upgrade our systems, but we don’t have enough to replace every system this year, I also don’t think we can wait for everything to be upgraded before we see a benefit.

John: Our larger stores are really up against it, the market is very competitive. We are building a loyal customer base who like the quality of our products and the great service our staff provide, but if we make our customers wait too long at the checkout they will end up going elsewhere. I think having quicker systems in those stores will need to be our priority.

Tom: Agreed, we need to understand how your company would approach solving this problem. To emphasize, we need check out systems that are quick, easy to use by our staff – and maybe even customers – and we need to implement them as quickly as possible.

John: And with minimum downtime, we really can’t afford to close a store during the core hours of 7am and 2pm or 4pm and 10pm. We need a way of implementing a new system that will reduce the impact of any deployment problems. When I was part of a project to replace the systems at another company, it took two years to complete, they promised 10 months, and it didn’t really solve the problems we wanted it to, plus it cost three times the amount we budgeted to. Tom assures me that he has worked with you before and you’ve been successful. I need to understand how you will do this and ensure that most importantly, the system will improve the situation in our stores.

Tom: Assume you can have access to any staff you need, just let us know who that will be so we can arrange it. Well, thanks for coming over, I think that is everything, can you prepare a 30 min project pitch that will explain your plan and justify your decisions. It will need to be good so that we can convince Richard, our finance director, that this investment is worth it.

John: Oh, and the funding we’ve earmarked needs to be spent in the next 3 months – is that unrealistic?

***Task 1: Project Pitch***

Based on the scenario above, you need to work as a group and produce a plan for how you will solve Quickshop Ltds problems. You will present the plan at a meeting of the directors of Quickshop Ltd. Tom has arranged a follow up meeting, where he can fit you in for 10 mins to answer any questions that may emerge. This project with Quickshop Ltd will be key to your company meeting its’ own growth targets.

**You are expected to deliver a 30min presentation covering the following:**

* Understanding of the problem.
* An explanation of how the project will be approached.
* The resources and commitment required from Quickshop Ltd.

Each member of the group should present.

***Task 2: Individual Report***

The task for this part of the assignment is to **produce an individual** report based on your proposal in task one of this assignment.

**You are expected to submit:**

A report (3000 words max.) providing a commentary of your proposal including:

* Justification of the project approach proposed.
  + Benefits to the Business
* An outline project plan.
* Explanation of any particular practices or tools you plan to use to lower the risk of the project, eg
  + User Stories (INVEST, 3C’s)
  + Story Mapping
  + Short Sprints / Timeboxes
  + Building a small team
  + Test Driven Development
  + Continuous Integration
  + User Demos
* Reflection of the effectiveness of the presentation.
* References

High marks will be awarded for those reports that show evidence of wider reading and information gathering which must be referenced in a bibliography at the end of the report.

**Assessment guidance**

This assignment emphasises the use of Agile practices when delivering business solutions; it is not about how you would code the solution, it is about how you would manage the project.