Terms of Reference for the Workshop

Background: NB Gardens have asked Gno-mads to consult on the dropping customer satisfaction. As part of this Gno-mads are running a workshop to establish a class diagram for a potential solution that is needed in order to increase the customer satisfaction levels.

Objectives:The objective of this workshop is to get input from all relevant staff for the class diagram of the system to be.

Scope:The scope of this workshop is both the customer order fulfillment process and the stock replenishment process. Gno-mads have identified problems related to customer satisfaction in the stock replenishment process as well as in the customer order fulfillment process.

Constraints:Time is a major constraint in this workshop there is a lot to cover and a small amount of time in which to do it. The availability of people is also a constraint in for the workshop as some of the people involved with the processes may not be available for the workshop.

Assumptions: All relevant staff will be available to attend the workshop. All staff attending will be able to give useful input to the workshop. All of the staff understand how their roles link into other roles in the business. The staff attending the workshop are going to co operate in a productive manner.

Roles and responsibilities: Gno-mads are responsible for running the workshop and providing the venue.

Deliverables: We aim to get the information needed in order to create a class diagram. This class diagram will be used as part of the solution for the drop in customer satisfaction.

Structure and time: The workshop will be conducted for 3 hours. The session will be divided into three sections of one hour. The first hour will be composed of a brainstorming session to get the rough ideas for the system and give everyone a chance to contribute. The second session will consist of selecting and validating classes for the diagram. The final hour will be a review of the workshop. In which we will formally read through the findings of the workshop and walk through the business class model. At one and a half hours through we will have a break (the end of the day).