

# USER STORIES

## 1. Inventory & Material Management

### User Story 1.1: Track Inventory in Real-Time

- As a Warehouse Staff, I want to track inventory levels of raw materials and finished jewelry in real-time so that I know what's available at all times.

### User Story 1.2: Manage BOM (Bill of Materials)

- As a Production Manager, I want to create and manage a Bill of Materials (BOM) for each jewelry item to keep track of materials and their costs.

### User Story 1.3: Track Material Usage

- As a Warehouse Staff, I want the system to notify me when material stocks are low, so I can reorder raw materials before production is affected.
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## 2. Production Management

### User Story 2.1: Work Order Creation

- As a Production Manager, I want to create work orders for jewelry production, detailing materials, production stages, and deadlines, so that artisans know what they need to work on.

### User Story 2.2: Scheduling Work Orders

- As a Production Manager, I want to assign tasks to artisans based on their skills and availability, so production runs smoothly.

### User Story 2.3: Track Custom Orders

- As a Sales/Customer Service Team member, I want to track custom orders so that I can ensure the customer's specific needs are met and deadlines are followed.

### User Story 2.4: Quality Control Tracking

- As a Quality Control Manager, I want to monitor and track the quality of the jewelry at different production stages so that defective items can be flagged before they are delivered to the customer.

### **3. Sales & Customer Management**

#### **User Story 3.1: Sales Integration**

- As a Store Manager, I want to see a combined view of sales from both physical stores and online platforms so that I have accurate, up-to-date sales data.

#### **User Story 3.2: Customer Profile Management**

- As a Sales/Customer Service Team member, I want to create and update customer profiles, tracking past purchases and preferences, so I can provide better service.

#### **User Story 3.3: Order Tracking for Customers**

- As a Customer, I want to track my order status in real-time, so I know when to expect delivery.

#### **User Story 3.4: Order Fulfillment Tracking**

- As a Customer, I want to track the status of my order from production to delivery, so I know when my jewelry will arrive.

#### **User Story 3.5: Loyalty Program Management**

- As a Sales/Customer Service Team member, I want to manage loyalty programs and offer promotions to reward customers, so they continue to shop with us.
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### **4. Resource & Artisan Management**

#### **User Story 4.1: Employee Scheduling**

- As an Artisan Supervisor, I want to create and manage work schedules for artisans based on their skills and availability, so production runs efficiently.

#### **User Story 4.2: Machine Tracking & Maintenance**

- As a Production Manager, I want to track the usage of machines and schedule maintenance, so that there is minimal downtime and production is not delayed.
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### **5. Custom Dashboards**

#### **User Story 5.1: Customizable Dashboards**

- As a Business Owner, I want to create and view customizable dashboards that show key information relevant to my role, so I can make quick, informed decisions.

## SCRUM USER STORIES

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### Sprint Breakdown Example:

- **Sprint 1 (2 weeks):**
  - **Goal:** Implement core Inventory & Material Management features.
  - **User Stories to be completed:**
    - User Story 1.1: Track Inventory in Real-Time
    - User Story 1.2: Manage BOM
    - User Story 1.3: Track Material Usage
  - **Deliverables:** Working features for inventory tracking and BOM management.
- **Sprint 2 (2 weeks):**
  - **Goal:** Develop Production Management features.
  - **User Stories to be completed:**
    - User Story 2.1: Work Order Creation
    - User Story 2.2: Scheduling Work Orders
    - User Story 2.4: Quality Control Tracking
  - **Deliverables:** Work order and scheduling features, QC tracking.
- **Sprint 3 (2 weeks):**
  - **Goal:** Complete Sales & Customer Management features.
  - **User Stories to be completed:**
    - User Story 3.1: Sales Integration
    - User Story 3.2: Customer Profile Management
    - User Story 3.3: Order Tracking for Customers
  - **Deliverables:** Integrated sales system, customer profiles, and order tracking.

## Inventory & Material Management

### User Story 1.1 - Track Inventory in Real-Time

- **As a:** Warehouse Staff
  - **I want to:** See real-time inventory levels for raw materials and finished jewelry
  - **So that:** I always know what's available and can avoid stockouts
  - **Acceptance Criteria:**
    1. Inventory updates automatically and in real-time.
    2. Low stock alerts pop up.
    3. Search bar to filter by material or product.
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### User Story 1.2 - Manage BOM (Bill of Materials)

- **As a:** Production Manager
  - **I want to:** Create and edit a Bill of Materials (BOM) for each jewelry item
  - **So that:** I can track materials and their costs more easily
  - **Acceptance Criteria:**
    1. BOM is editable.
    2. Each BOM should list material amounts and costs and link to orders.
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### User Story 1.3 - Track Material Usage

- **As a:** Warehouse Staff
- **I want the system to:** Tell me when material stocks are getting low
- **So that I can:** Reorder materials before we run out
- **Acceptance Criteria:**
  1. System tracks material usage and updates automatically.
  2. When stock is low, send notifications.
  3. Reorder level info is displayed for each material.

## Production Management

### User Story 2.1 - Work Order Creation

- **As a:** Production Manager
  - **I want to:** Make work orders for jewelry production with details like materials, production stages, and deadlines
  - **So that:** Artisans know exactly what they need to work on
  - **Acceptance Criteria:**
    1. Work orders are easy to create with all needed details.
    2. Artisans can see the work orders assigned to them.
    3. Status of the work orders can be updated in real-time.
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### User Story 2.2 - Scheduling Work Orders

- **As a:** Production Manager
  - **I want to:** Assign work orders to artisans based on skills and availability
  - **So that:** Everything runs smoothly without delays
  - **Acceptance Criteria:**
    1. Artisans' availability and skills are in the system.
    2. Work orders should be automatically assigned to the right artisan.
    3. Manual reassignment option in case needed.
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### User Story 2.3 - Track Custom Orders

- **As a:** Sales/Customer Service Team member
  - **I want to:** Track custom orders
  - **So that:** I can make sure we're meeting the customer's needs and deadlines
  - **Acceptance Criteria:**
    1. Custom orders should be listed separately from normal orders.
    2. Track the status of custom orders in the system.
    3. Team can communicate easily with production about custom orders.
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### User Story 2.4 - Quality Control Tracking

- **As a:** Quality Control Manager
  - **I want to:** Track the quality of the jewelry at different stages of production
  - **So that:** We can fix any defects before sending products to the customer
  - **Acceptance Criteria:**
    1. There are checkpoints to review quality during production.
    2. If something's defective, it's flagged for rework.
    3. Quality data should be reportable.
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### User Story 2.5 - Defect & Rework Management

- **As a:** Production Manager
- **I want to:** Keep track of defective items and handle their rework
- **So that:** They are fixed before being shipped
- **Acceptance Criteria:**
  1. Defects are logged into the system.
  2. Rework assignments are given to the right people.
  3. Rework status can be tracked.

## Sales & Customer Management

### User Story 3.1 - Sales Integration

- **As a:** Store Manager
  - **I want to:** See sales from both physical stores and online platforms in one view
  - **So that:** I get accurate and up-to-date sales data
  - **Acceptance Criteria:**
    1. Sales from online and physical stores should be integrated automatically.
    2. Ability to filter sales data by store type or region.
    3. Reports that can help us analyze sales trends.
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### User Story 3.2 - Customer Profile Management

- **As a:** Sales/Customer Service Team member
  - **I want to:** Manage customer profiles and keep track of their past purchases and preferences
  - **So that:** We can provide more personalized service
  - **Acceptance Criteria:**
    1. Customer profiles should be easy to create and update.
    2. Profiles should contain order history and preferences.
    3. Preferences can be used to suggest products or services.
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### User Story 3.3 - Order Tracking for Customers

- **As a:** Customer
  - **I want to:** Track my order in real-time
  - **So I know:** When it will arrive
  - **Acceptance Criteria:**
    1. Customers can check order status online or in an app.
    2. Real-time updates about production, shipping, and delivery.
    3. Easy way to contact customer service for support.
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## Financial & Accounting Management

### User Story 4.1 - Track Expenses

- **As an:** Accounting Staff member
  - **I want to:** Keep track of all expenses, like materials, labor, and overhead
  - **So I can:** Generate accurate financial reports
  - **Acceptance Criteria:**
    1. Expense categories should be easy to set up and update.
    2. Expenses are automatically logged and assigned to categories with reports.
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### User Story 4.2 - Profitability of Jewelry

- **As a:** Business Owner
- **I want to:** See how profitable each jewelry item is
- **So I can:** Make better pricing and business decisions
- **Acceptance Criteria:**
  1. Profitability is calculated based on material costs, labor, and overhead.
  2. Compare profitability of different products and profit data is available in the dashboard.



### **User Story 4.3 - Generate Tax Reports**

- **As an:** Accounting Staff member
  - **I want to:** Generate tax reports based on financial data
  - **So the business can:** Comply with local tax regulations
  - **Acceptance Criteria:**
    1. Tax-related financial data is properly categorized.
    2. Tax reports are automatically generated.
    3. Reports can be exported for submission.
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## **Resource & Labor Management**

### **User Story 5.1 - Employee Scheduling**

- **As an:** Artisan Supervisor
  - **I want to:** Create work schedules for artisans based on their availability and skills
  - **So that:** Production can stay on track
  - **Acceptance Criteria:**
    1. Availability and skills of artisans can be added to the system.
    2. The system automatically schedules work based on artisan data.
    3. Schedules can be manually adjusted if needed.
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### **User Story 5.2 - Machine Tracking & Maintenance**

- **As a:** Production Manager
- **I want to:** Track machine usage and schedule maintenance
- **So that:** Machines are running smoothly and production isn't delayed
- **Acceptance Criteria:**
  1. Machines are tracked for usage and maintenance needs.
  2. Maintenance schedules are created automatically.

## Custom Dashboards

### User Story 6.1 - Customizable Dashboards

- **As a:** Business Owner
  - **I want to:** Create my own customizable dashboards that show key data for my role
  - **So I can:** Make better decisions based on real-time info
  - **Acceptance Criteria:**
    1. Dashboards can be created with different data widgets.
    2. Dashboards are customizable based on role or user preference.
    3. Data updates in real-time so it's always accurate.
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## Customer Experience & Order Fulfillment

### User Story 7.1 - Order Fulfillment Tracking

- **As a:** Customer
  - **I want to:** Track my order from production to delivery
  - **So I know:** When I will receive my jewelry
  - **Acceptance Criteria:**
    1. Customers can track their order through each stage of production and shipping.
    2. Delivery time is estimated and updated in real-time.
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### User Story 7.2 - Loyalty Program Management

- **As a:** Sales/Customer Service Team member
- **I want to:** Manage loyalty programs and offer promotions
- **So customers keep coming back**
- **Acceptance Criteria:**
  1. Set up and manage loyalty programs easily that offer promotions based on customer preferences and history and can track their points and redeem rewards.

