ITWB4274

SOFTWARE PROJECT MANAGEMENT

MC-O31

ASSIGNMENT 1

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1.0 The Topic

The topic focuses on Teataimi, an online dessert shop founded by Shafinaz. This is a home-based dessert shop that is based in Batu Maung, Penang. They specialize in making brownies, mini fruit tarts, and cheesecake. All the dessert needs to be pre-order 2 to 3 days earlier to make sure they are fresh from oven. They offer delivery to both Penang and Kedah. In addition, this is a muslim-friendly shop.

As her customer base has expanded, she has started to face difficulties in handling the orders, as she is handling everything alone.

2.0 Problem

i. Orders received through WhatsApp/DM are difficult to track

The company relies on social media platforms like WhatsApp or Instagram Direct Messages to receive customer orders. However, as the number of orders increases, it becomes challenging to organize them properly. Important details such as customer names, order items, quantities and delivery dates can easily get buried in long chat history. This makes it difficult to keep track of pending or completed orders efficiently.

ii. Customer orders are sometimes lost due to the absence of a proper system

Since there is no centralized system to record all customer orders, the seller depends on manual communication and handwritten notes. As a result, some orders are accidentally overlooked or forgotten, leading to delays and unhappy customers. This lack of structure reduces the business's reliability and can negatively impact customer satisfaction.

iii. Manual recording using Excel or handwritten notes is time-consuming and error-prone

Managing orders using spreadsheets or notebooks requires repetitive data entry, which takes a lot of time and effort. It is also easy to make mistakes such as skipping rows or misplacing records. Over time, these small errors accumulate and affect the accuracy of sales tracking and overall business performance.

3.0 Solution

Based on the identified problems, our proposed project is to develop an Online Order Tracking System. The web-based system will benefit small businesses in efficiently handling and tracing their orders from clients, especially those generated from social media websites like WhatsApp or Instagram. The proposed project will act as a centralized system that manages orders and clients' information in a more efficient and effective manner.

i. Order Tracking

The seller manually enters all new orders received through WhatsApp or direct messages into the system, ensuring that every order is properly recorded and organized. Each order is assigned a unique Order ID that includes important details such as the customer's name, ordered products, delivery or pickup date and current status (Pending, In Progress, Completed or Delivered). All orders can then be viewed and managed through a centralized dashboard, allowing the seller to easily monitor active and completed orders in one convenient place.

ii. Customer Records

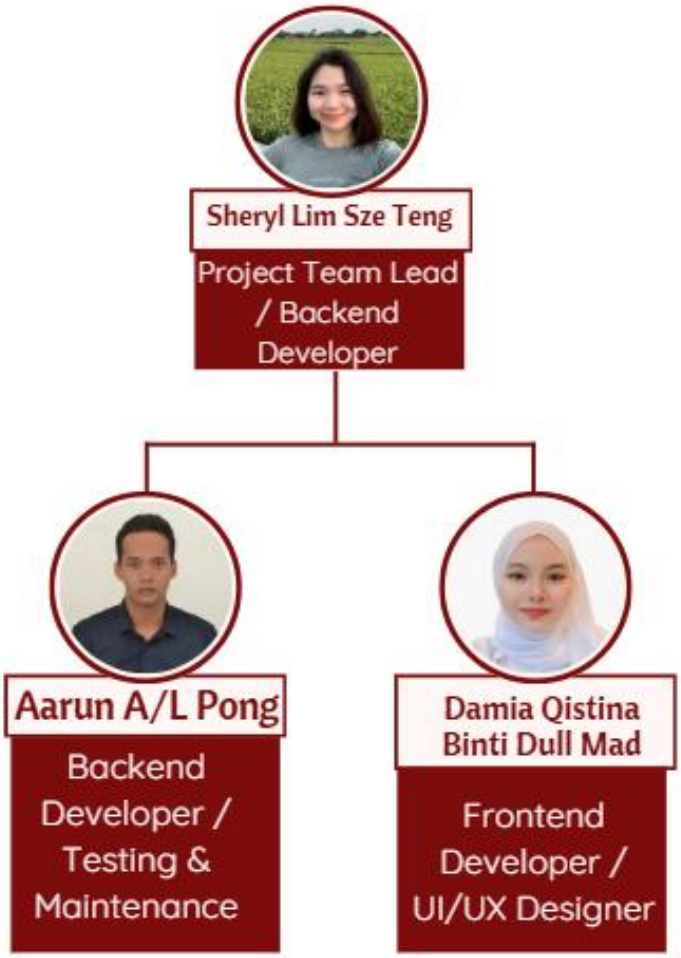
The system maintains a database of customers that includes essential details such as their names, phone numbers and order histories. This allows the seller to easily track customer activity and identify loyal or repeat buyers, enabling more personalized engagement and targeted promotions to encourage customer retention.

iii. Customer Ordering

Customers can log in to the system through a web interface to place their orders directly. They can select products, specify quantities and choose delivery or pickup options. Once an order is submitted, it is automatically recorded in the system with a unique Order ID. This helps reduce manual data entry for sellers and ensures that all orders are captured accurately in real time.

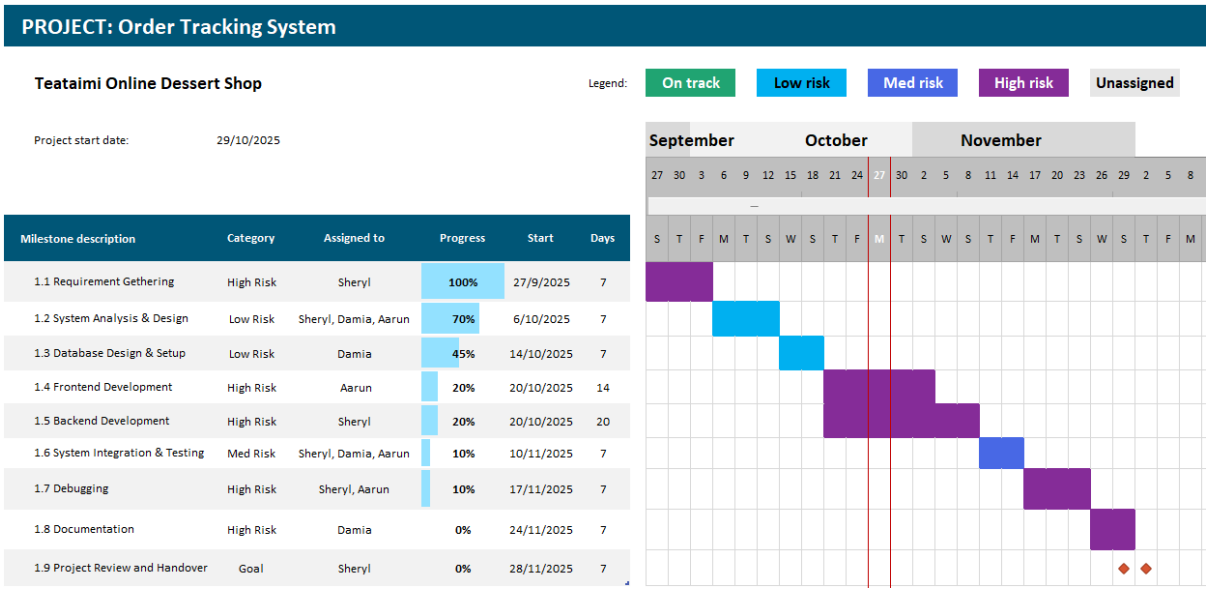
4.0 Organization Chart

Below is the organization chart. Two developers will be taking care of the backend development while one developer will focus on frontend and database design.



5.0 Project Timeline

Below is the project timeline. The start date of the project is 27th of September and estimated for closure by 2nd December. Each of the cycle took approximately 1 to 2 weeks. And a total of 9 weeks to complete the whole project.



Milestone description	Category	Assigned to	Progress	Start	Days
1.1 Requirement Gethering	High Risk	Sheryl	100%	27/9/2025	7
1.2 System Analysis & Design	Low Risk	Sheryl, Damia, Aarun	70%	6/10/2025	7
1.3 Database Design & Setup	Low Risk	Damia	45%	14/10/2025	7
1.4 Frontend Development	High Risk	Aarun	20%	20/10/2025	14
1.5 Backend Development	High Risk	Sheryl	20%	20/10/2025	20
1.6 System Integration & Testing	Med Risk	Sheryl, Damia, Aarun	10%	10/11/2025	7
1.7 Debugging	High Risk	Sheryl, Aarun	10%	17/11/2025	7
1.8 Documentation	High Risk	Damia	0%	24/11/2025	7
1.9 Project Review and Handover	Goal	Sheryl	0%	28/11/2025	7

Figure 1.1 for the project timeline

i. **Requirement gathering (1 week)**

- The task involves gathering requirement from the client (Teataimi) on what she need for the system.

ii. **System Analysis and Design (1 week)**

- Analyse the complexity of the development and design the framework.

iii. **Database Design and Setup (1 week)**

- Design the database with the tables that require to store such as orders and customer details.

iv. **Frontend Development (2 week)**

- Design a user-friendly interface (UI) such as forms and action button. This is to allow enhance user experience (UX).

v. **Backend Development (2 week)**

- It will take around two weeks to develop the backend, to ensure it have the correct logic.

vi. **System Integration and Testing (1 week)**

- This task will be fully performing unit testing and integration testing to ensure the logic is correct.

vii. **Debugging (1 week)**

- One week time as a buffer for bug fixes if there are any errors found.

viii. **Documentation (1 week)**

- This is to prepare user manual on how to use the system.

ix. **Project Review and Handover (1 week)**

- To review the project and handover to the client.

6.0 Budgeting

Item/Component	Description	Estimated Cost (MYR)	Remarks
Domain & Hosting	Basic shared hosting or CMS-based (e.g., Wix)	RM 100 – RM 300	Depends on provider
Frontend Development	HTML, CSS, JavaScript	RM 500 – RM 1,000	Included in full package
Backend Development	Python (Django/Flask)	RM 800 – RM 1,500	Included in full package
Database Setup	MySQL	Included	Bundled with backend
UI/UX Design	Simple, clean interface	RM 300 – RM 500	Optional if using CMS
Testing & Debugging	Basic QA	RM 200 – RM 400	May be included
Maintenance & Updates	Annual updates, bug fixes	RM 300 – RM 500/year	Optional
Miscellaneous	SSL, plugins, backups	RM 100 – RM 200	Varies
Total Estimated Cost		**RM 2,500 – RM 4,500**	Based on complexity and approach

7.0 Flow Diagram

Below is the flow diagram of the system. There are 2 actors in the system, which is the seller and the customer.