A diagram of a construction process

Description automatically generated

Data flow

1. Customer

**Request Data:**

-Customers can submit requests for Koi pond construction based on pre-designed models provided by the company or request a custom design.

-The request may include information about pond size, installation location, design style, material requirements, and other details.

-Customers can also book cleaning, care, or maintenance services for specific times or on a regular basis.

**Design Data:**

-Customers can choose from available Koi pond designs in the system or provide their own design requirements for the designer to work on.

-This information will be forwarded to the consulting and design department for the preparation of design documents.

**Feedback Data:**

-After the construction or maintenance service is completed, customers can provide feedback on the quality of service, including satisfaction with the progress, construction quality, and staff interactions.

-This feedback will be stored in the system and will affect the rating of staff or services.

**Payment Data:**

-Customers submit payment information after accepting the quotation or when payment is requested after the project is completed.

-Customers can also request order cancellations or changes in payment methods if needed.

-Payment data will be processed and stored in the company’s payment system.

2. Consultant

**Consultation Data:**

-After receiving a request from the customer, the consultant will discuss the details, including the desired Koi pond style, decorative elements, and design that fits the customer's space and budget.

-This data will be recorded and processed by the system.

**Quotation Data:**

-The consultant provides a detailed quote to the customer, including the cost of design, construction, and any additional services if applicable.

-The system will send this quote to the customer for review and approval.

**Assignment Data:**

-After the quotation is approved, the consultant will pass the customer’s design requirements and other details to the design department to begin the creation of detailed design documents.

-This information includes any special requests from the customer as well as the budget and technical specifications.

3. Designer

**Design Task Data:**

-The designer receives tasks from the consultant, which include customer requirements and the necessary information to prepare design documents.

-This data includes detailed specifications such as size, materials, aesthetic requirements, and other technical elements.

**Design Output Data:**

-After completing the design, the designer will submit the final drawings and related technical documents to the system.

-These designs will be sent to the construction department and stored in the system for tracking.

4. Constructor

**Construction Data:**

-The constructor receives the design drawings and documents from the system and begins organizing the construction of the project from the initial phase to completion.

-Construction data includes information on project progress, any issues that arise during the process, and changes to the plan if necessary.

**Completion Data:**

-Once the construction is completed, the constructor will provide information about the project’s progress, including the handover and final acceptance of the pond.

-This data is stored in the system for future warranty and maintenance tracking.

5. Manager

**Service Feedback Data:**

-The manager monitors feedback from both customers and staff regarding the services provided and makes necessary adjustments to improve service quality.

**Dashboard & Report Data:**

-The manager can retrieve reports and analytical data on construction progress, services performed, and customer feedback.

-This data helps the manager make strategic decisions, optimize operational processes, and improve services.