Emily Fong

2 George Street

Brisbane City, QLD 4000

October 15, 2016

Dear Ms. Emily Fong,

Firstly, congratulations on your progress in regards to the Courier Application system, your team met the expectations for this sprint's release. We are writing you to provide you and your team with our feedback regarding the demonstrated system that was presented to us on October 13, 2016.

Our team would like to commend your professionalism in regards to the demonstration of the product. Your team was very well prepared for the demonstration which went without any problems and completely showcased the additions to the product. Overall, the general consensus from our team was that of high regard.

The demonstration met and exceeded our expectations, we must commend you and your team on your ability to catch up these last few weeks as it appears your team took aboard our constructive criticism from the last demo. It appears as though the whole team is contributing to the development of the website, and understand the product quite well. We must commend you on sticking to your sprint plan especially when you had many leftover user stories from the last sprint. Without having to change expectations and fall even further behind in your development your team managed to power through and almost complete every user story this sprint beside one, for which we praise you. All acceptance criteria for each completed user story seems to have been met from the demo, which is a great achievement by you and your team. Additionally, we also noted that previously failed acceptance criteria have been corrected, which is greatly appreciated.

Your presentation was clear and to the point and the provided PowerPoint slides helped our team to understand where the project currently stands as well as remind us of the expectations for the sprint. We appreciate this level of an overview as your client, as the presentation contained all the relevant information without being cluttered by too technical descriptions. We thank you for providing us with a list of all user stories that had been completed this sprint and clearly explaining any changes that had been made to the original design - the justifications given for these showed your team's creativity and innovation.

Your team has previously redesigned the approach to addresses to be much more practical than we initially set out, and this time around you refined the delivery applications and pricing to take into consideration additional features such as next day delivery based on time of application as well as the fragility of the package. This deviation from the original design was very innovative on your part. It is clear to our team that, as it stands, the product you have developed for us is very relevant and of great value to our business. Your team obviously spend a great amount of time focusing on what we said mattered to us and have prioritised these features over the ones we were not concerned over, which is greatly appreciated.

In a previous letter, we addressed the suitability of the system architecture chosen by your development team, and the progress made in this sprint definitely reinforced the fact: your team's ability to develop and manipulate the architecture to produce the features that we require is evidence of that. There were, however, some minor issues and bugs that presented themselves during the demonstration. Some extra user testing may be needed to weed out any bugs before the final release so that the product delivered is fully shippable.

The following were small defects and bugs that our team were able to identify in the demonstration:

When a user is logged in, it was noted that the 'delete' button was directly underneath the 'log out' button. We would ideally like to see this moved as you wouldn't wish to have a user accidently clicking delete when they wanted to logout or vice versa.

The general UI of the product is also currently quite simple in design. We understand your team has been focused on the functionality of the product, rather than its appearance but we see this as an area for improvement that could greatly lift and refine the product from its current state to something releasable.

Another area for improvement is that we would like to have more information displayed when reviewing 'My Orders'. Specifically, we would like the customer to be able to see all the original information they put into the system when they applied. We think this is important, as it is vital for our customers to have all relevant information displayed for them during the review process so they have a reference of what they asked for.

We believe that if these defects in the product are corrected, it will help close the gap between the current development stage of the product and the release state we are looking for at the end of the next sprint.

Overall, we are pleased with the quality of work and amount of work completed by you and your team. We thank you for a well presented and clear demonstration of the progress you have made on the Courier Application. We commend your team on sticking to your plans and working through any issues that were carried over from the last demonstration. We hope you will take our suggestions on board to ensure the next demonstration is a resounding success. Please contact us should you have any issues or questions to raise. We look forward to seeing your team make further progress and wish you luck with your next sprint.

Yours Sincerely,

Brendan Rothwell

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