

Project Charter

Project Title: Cleckhuddersfax Online Mart
Sponsored By: The British College, Thapathali, Kathmandu
Manager: Mr. Rohit Pandey
Leader: Kritika Koirala
Target Customer: The traders of Cleckhuddersfax

Version Control

Version	Date	Summary of changes
1.0	22/02/2020	Initial Version

Project Justification

The local traders of a popular suburb of Cleckhuddersfax have come together with a proposal to build a joint ecommerce platform for their shops. Since a proposal has been put forward to build a larger store in the area by national chains, the local traders are in doubt of whether they can compete with the larger supermarket. So, as a solution, they have decided to band together.

Despite being a part of a city, the dependency of people on their local shopping area and the local independent businesses continuing to thrive is a proof that the consumers can be attracted to the ecommerce platform. The problem that most customers are working during the opening shop hours can also be solved with this ecommerce solution as the users will be able to shop at their desired time. The user-friendly online shopping system aims to allow the users to shop and browse through unique quality products at their feasible time providing them with easy shopping experience.

Hence, the ecommerce platform they are planning to build is an ultimate win-win situation for both the customers and the traders with appropriate and easy shopping experience to customers and more business for the traders respectively.

Project Scope

Objectives listed here should relate to the purpose stated above, so should be concerned with business improvement, end-user experience, quality enhancement etc.

- This ecommerce project will increase the average customer satisfaction by 10% in 6 months by providing them the platform for convenient shopping of safe, organized, quality products. It will be measured using surveys before and after the implementation of the project.
- This project will reduce the average time it takes for a customer to complete the task by 15% by providing them 24/7 open online shopping platform. It is another factor that will help to increase the customer satisfaction
- This project will increase the customer traffic by 10% within 6 months by attracting customers that would otherwise not be able to shop in the physical stores during the shop opening time.

- The project will increase the monthly sales by 20% in a year by increasing the customer traffic, customer satisfaction and more exposure of platform to the public.
- The project will increase the trader's satisfaction as well by 10% by providing them an organized, manageable, accessible platform to sell their goods, provide them the opportunity to keep a healthy work-life balance

High level requirements of the product or service should be identified here.

Customer Interface

- Delivery slot system
- Login and Registration
- Product Search based on shop or product type
- Product Sort
- Features of Shopping cart and payment system like Paypal

Trader Interface

- Unique products by all available traders
- Oracle Database Backend for Traders
- Admin account
- Management Dashboard that gives traders the access to reports on order and stock levels, daily and periodic reports.

Management Interface

- Oracle Database Backend for Management
- 5 different traders with the ability to add one more
- Management Dashboard that gives admin the access to daily and weekly reports

Major deliverables should be identified here

- User friendly ecommerce website
- Database system for both traders and admin

Duration

Identify the key milestones and overall timeline for the project – in this case times will be defined by module submission points

Initial prototype presentation: 24th March 2020

Deployment for testing: 18th April 2020

Final submission: 2nd May 2020

Estimated Budget

Estimate the hours of efforts that will be required to deliver the project and any costs associated with the purchase of equipment

Hours per week per person: 7-10

Team of 5

Hence total hours min: $7 \times 5 \times 12 = 420$ hours, max: $10 \times 5 \times 12 = 600$ hours

Roles and Responsibilities

Name	Role
Kritika Koirala	Specialist, Coordinator, Completer Finisher
Anish Ghimire	Monitor Evaluator, Specialist, Completer Finisher
Ayush Pant	Implementor, Plant
Phurbu Choden Lama	Resource Investigator, Shaper, Team worker
Mohammad Farhan	Shaper, Team worker

Communication and Collaboration Tools

The agreed means of communication between meetings and the repository where documents will be shared and master copied kept.

Communication Tool:

- **Slack:** Used for regular team meetings and communication among members, sharing of files and information

Collaborations Tools:

- **Trello:** Used for tracking the progress of the project by regularly updating the tasks and deadline
- **Taiga.io:** Used for task tracking using Agile Scrum
- **MS-Project:** Used for project timeline and assigning resources to task, tracking progress

Versioning Tool:

- **GitHub:** A version control system used to share all the documents of the project.