

SLEEK MART

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Guide: Anit James

1. Project Overview?

This project aims to provide users with a convenient online platform to shop for a wide range of high-quality home appliances. With the website, customers can easily find and purchase appliances that suit their specific needs, enhancing their daily routines and adding efficiency to their homes. The website offers a diverse selection of appliances at affordable prices. To use the website, customers need to register with their name and password, gaining access to various features and personalized recommendations. The admin oversees user interactions and seller details, ensuring a secure and reliable shopping environment.

Customers can explore different appliance categories, add their desired products to the cart, make secure online payments, and have their orders delivered to their doorstep. Sellers can update their product listings, ensuring they meet the evolving needs of customers.

2. To what extend the system is proposed for?

This project aims to offer a seamless and timesaving shopping experience, eliminating the need to visit multiple stores and simplifying the process of finding the perfect home appliances. By providing online access to premium products and easy price comparisons, the website ensures users have a convenient and satisfying shopping journey from start to finish.

3. Specify the Viewers/Public which is to be involved in the System?

Potential Customers, General Visitors, Online Shoppers

4. List the Modules included in your System?

Admin, Guest Users, Customers, Sellers and Delivery Boy

5. Identify the users in your project?

Guest Users, Customers

6. Who owns the system?

Administrator

7. System is related to which firm/industry/organization?

Home Appliances Industry

8. Details of person that you have contacted for data collection.

Thomas Abraham(White QMart, Chalapally)

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1. How do you buy appliances for the shop?

Buying from the distributors

2. How the payment is collected from the user?

By cash or credit card facility

3. Is there any replacement for the product delivered?

Yes. Replacement of the delivered product is available only if any damage is found.

4. Do you use any inventory management software or systems to keep track inventory?

No. Maintain a manual inventory system where each appliance is recorded in a physical logbook. Update the logbook whenever a product is sold or restocked.

5. How do you decide on the pricing of your appliances?

The pricing model is based on a combination of factors, including the manufacturer's suggested retail price (MSRP), our purchasing costs.

6. Do you offer any special discounts or promotions?

Offer special discounts during festive seasons.

7. How do you handle customer inquiries and orders?

Use a combination of phone support and in-person assistance for customer inquiries and orders.

8. What measures do you take to ensure product quality and customer satisfaction?

The shop offers warranty coverage on most appliances. Assist customers with warranty claims and ensure a smooth process for any repairs or replacements.

9. How do you handle product deliveries?

In addition to in-house delivery, also partner with reliable courier services for certain deliveries.

10. How do you market your shop and attract new customers?

The Shop utilizes loyalty programs.