

## **TOPIC: PROJECT PLANNING**

### **Activity # 1.2: Problem Identification and Project Goal Setting**

#### **Problem Statement:**

The nature of the how the documents required for permitting boat travel are created introduces inefficiencies and hinderances to the business processes. The creation of the Vessel Entry Permit and the Island-Hopping Voucher which must contain accurate guest information warrants a process of tedious manual cross referencing that increases the chances of critical errors, especially when done by hand. The process of manually writing or encoding guest details without any system that records old guest information results in the coordinators asking for guest information even from customers who frequently purchase the boat's service. Recordkeeping of the approved documentation is faulty as documents produced are haphazardly kept in stacks of paper which may result in loss of important information. All of these problems present a hinderance to the business' day to day processes and may negatively affect its scalability in the long run.

#### **Goals:**

1. Improve efficiency and accuracy of document (Vessel Entry Permit and Island-Hopping Voucher) creation.
2. Find a way that guest information can be stored and referenced easily.
3. Improve recordkeeping of approved documents.

#### **Objectives:**

1. Maximize efficiency of process of document creation by introducing system that allows digital encoding of documents that streamlines repetitive information and decreases cause for inaccuracy, after which it can print a softcopy.
2. Integrate guest information history into the system that allows autocompletion and suggestion function while encoding guest information.
3. Allow the system to save, edit, and delete documents to simulate recordkeeping.

#### **Scope and Purpose of the Project**

The scope of the project extends only to the business processes and transactions of the Kostal Dive Travel and Tours, and how these processes can be improved upon and maximized. Other businesses or institutes that work in tandem or is affiliated with Kostal Dive Travel and Tours do not reach the scope of this project.

The purpose of the project is to create an application that allows the business to elevate and align closer to their goals. Attaining the goals mentioned above will allow the business and its stockholders to enjoy business efficiency and more time to improve upon business scalability, besides that the benefits that the application will bring include document accuracy and customer satisfaction.