BEETLE LABS INC.

Clean Maestro

Project Vision Document

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1.0	10/02/2024	Samuel Gallego Rivera	Dilvir Singh	Brushed up

Document Approval List

Version	Approved By	Signature	Date
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1.0	Jose Britto Saaji	JOSE BRITTO SAAJI	10/02/2024
1.0	Dilvir Singh	DILVIR SINGH	10/02/2024
1.0	Samuel Gallego Rivera	SAMUEL GALLEGO RIVERA	10/02/2024

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1.0	Anjana Shah	10/02/2024

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1   Introduction

○   **Purpose**

The purpose of this document is to compile, examine, and specify Clean Maestro's requirements and characteristics. It addresses the requirement for progress tracking and focuses on the skills needed by cleaning companies and other stakeholders. The use case and additional specifications address how Clean Maestro satisfies these objectives, including an examination of the intended users and their needs.

○   **Scope**

Clean Maestro (CM) is a software solution designed to manage cleaning services for companies. Its scope includes adding clients, scheduling shifts, tracking work locations, providing detailed descriptions of cleaning tasks, and generating reports for companies in the cleaning industry. The primary goal is to create a comprehensive system to improve task management and operational efficiency.

1.1. In Scope
- Client management that includes requirements and requests.
- Tracking of cleaning progress, including start/end times and task completion status.
- Management of worker schedules, task assignments, and location tracking.
- Tools for cleaning companies to monitor task completion and operational efficiency.
- Real-time notifications for cleaning staff and supervisors.
- Role-based access control for different users (staff, supervisors, managers).

1.2. Out of Scope
Processes and systems not related to the management of cleaning services, such as financial tracking, payroll systems, or integration with non-cleaning-related services, will not be affected or influenced by this document.

○   **Definitions, Acronyms, and Abbreviations**

This subsection provides the definitions of all terms, acronyms, and abbreviations required to properly interpret the Project Vision document. This information may be provided by reference to the project's glossary.

Term	Explanation
CM	Clean Maestro

○ **References**

This subsection provides a complete list of all documents referenced elsewhere in the Project Vision. Identify each document by title, report number if applicable, date, and publishing organization. Specify the sources from which the references can be obtained. This information may be provided by reference to an appendix or to another document

Reference File Name	Version	Description
F24_T50_attachment_CM_proposal.pdf	N/A	Detailed project proposal for Clean Maestro presented to stakeholders in preliminary stage.

This section also contains links to all other places that were referred to in this document. These may include:

- *Web sites*

- *URLs or network locations*

- *Research done for similar products*

Name	Link
Not Applicable	

2 Positioning

○ Business Opportunity

Clean Maestro addresses a crucial demand in the cleaning services industry by streamlining the management of cleaning operations and providing clients with tools for monitoring and specifying service details. Current market challenges include difficulties in shift scheduling, task assignments, and progress tracking, which can lead to inefficiencies and inconsistent service quality. Clean Maestro provides cleaning companies with tools to manage internal operations while offering their clients access to progress reports, task details, and the ability to customize their cleaning requirements. This will lead to improved client satisfaction and operational control.

○ Problem Statement

The Problem of	inefficient management and impractical tracking of cleaning operations and client needs
affects	cleaning agencies, their workforce, and their clients (e.g., hotels, restaurants, and offices)
the impact of which is	lower productivity, inconsistent service quality, and difficulty in fulfilling client-specific requirements
a successful solution would be	a user-friendly, lightweight cleaning service management system that enables agencies to organize shifts, allocate assignments, and track progress effectively, while providing clients access to reports and customization of cleaning specifications.

Table 1 Problem Statement

○ Product Position Statement

For	cleaning agencies and their clients
Who	need a comprehensive solution to manage and monitor cleaning tasks, shifts, and work progress, as well as allow clients to monitor service quality and specify requirements
The Clean Maestro	is a cleaning service management platform
That	provides streamlined scheduling, task tracking, client access to real-time reports, and service customisation features
Unlike	Manual tracking systems and traditional management tools

Our product	offers an all-in-one solution that provides real-time updates, customizable client requirements, and client access, ensuring smooth coordination between cleaning agencies and their clients. It is an app that ***just works.***

Table 2 Product Position Statement

○   **SWOT Analysis**

<Reference: https://www.businessballs.com/strategy-innovation/swot-analysis/>

Strengths	Weaknesses
Comprehensive management of cleaning tasks and shifts.	Limited integration with financial or payroll systems.
User-friendly interface designed for cleaning companies.	It requires initial training for companies unfamiliar with tech solutions.
Capabilities for reporting and tracking progress in real time.	
Opportunities	**Threats**
Growing demand for digital management tools in the cleaning sector.	Competition from probable established software providers.
Expansion into other service sectors (e.g., hospitality, logistics).	Reluctance from smaller cleaning businesses to adopt software-based solutions.

3   Stakeholder and User Descriptions

This section provides a profile of the stakeholders and users involved in the project and the key problems that they perceive to be addressed by the proposed solution. It does not describe their specific requests or requirements, as these are captured in a separate stakeholder request artefact. Instead, it provides the background and justification for why the requirements are needed

- **Stakeholder Summary**

Stakeholder Name	Represents	Role
Beetle Labs	Development & Support Team	Oversees project development, and ensures alignment with client needs.
Industry Mentor/Solution Integrator	External Stakeholders	The primary point of contact between the project team and external stakeholders. Gathers requirements, enables communication and ensures product alignment.
Cleaning Company	Service Provider	The company uses the application to oversee cleaning staff members, monitor employee performance, and respond to customer inquiries. provide comments on the usability of the system and operational requirements.
Client (e.g., Hotels, restaurants, event centres)	End customer	Clients who request cleaning services. They will use the system to submit, track, and manage cleaning service requests. Their feedback will be crucial in improving user satisfaction.

Table 3 Stakeholder Summary

○ **User Summary**

User Name	Description	Responsibilities	Stakeholder
Manager of the cleaning company	Oversees the overall operations of the cleaning company, ensuring service quality and client satisfaction.	Adds new clients to the system, handles their requirements, and manages relationships with them. Monitors overall workforce performance	Cleaning Company
Supervisor (Staff)	Manages daily cleaning operations and acts as the liaison between staff and management.	Manages workers and assigns tasks to the cleaning staff. Ensures tasks are completed on time and that shifts are properly managed. On-site leader of the cleaning operation.	Cleaning Company
Cleaning Staff	Staff members responsible for performing the actual cleaning tasks at client sites.	Views assigned tasks and updates task statuses upon completion. Tracks work locations to ensure cleaning tasks are completed according to the schedule and requirements. Reports the completion of tasks and flags any issues encountered during the cleaning process.	Cleaning Company
Clients (e.g., Sheraton)	Businesses that have hired the cleaning company to provide services at their premises.	Accesses reports and monitors the progress of cleaning services at their site. Sets specific cleaning requirements and provides feedback on the services received. Tracks the performance of the cleaning company through real-time updates and reports.	Client

<div align="center">**Table 4 User Summary**</div>

4   Stakeholder Requirements

ID	Requirement	Stakeholder
SR01	Cleaning supervisors must be able to log in securely to assign tasks, schedule shifts, and monitor worker performance in real-time.	Cleaning Company
SR02	Cleaning staff must be able to securely access their tasks, update task status in real-time, and track work locations across multiple client sites.	Cleaning Company
SR03	Cleaning company managers must have access to generate reports on task completion, worker performance, client-specific requirements, and overall operational efficiency.	Cleaning Company
SR04	The system must notify supervisors of upcoming shifts, overdue tasks, and incomplete work via email or in-app alerts, ensuring timely interventions.	Cleaning Company
SR05	Cleaning staff must be able to track their assigned work locations across multiple client sites.	Cleaning Company
SR06	Cleaning company managers must have a dashboard view to oversee all active cleaning operations, shifts, workforce productivity, and client-specific task progress across multiple locations.	Cleaning Company
SR07	Cleaning supervisors must be able to approve changes to schedules and task assignments submitted by cleaning staff in real-time.	Cleaning Company
SR08	Clients must be able to log in securely and access reports, track progress, and set custom cleaning requirements.	Client
SR09	Clients must be able to provide feedback on the services rendered and communicate specific requests directly through the system.	Client

<div align="center">**Table 5 Stakeholder Requirements**</div>

5 System Features

ID	Feature	Stakeholder Requirement ID
SF01	**Secure login and role-based access control** for all users (cleaning companies and clients), ensuring that data is protected and access is appropriately restricted based on user roles.	SR01, SR02, SR05, SR08
SF02	**Client management module:** Cleaning companies can add new clients (e.g., Sheraton, Hilton, Ed Mirvish theater) to the system, providing them with access to reports, tracking, and custom requirements for their specific needs.	SR03, SR06
SF03	**Client dashboard:** Clients can view task progress, access reports, and specify their cleaning requirements through a dedicated interface, ensuring transparency and real-time feedback.	SR08, SR09
SF04	**Task scheduling and management tools:** Supervisors can assign tasks, manage worker shifts, and receive real-time alerts for task delays or incomplete work to improve responsiveness.	SR01, SR04
SF05	**Task tracking**: Cleaning staff can view assigned tasks, track their locations across multiple client sites, and update task statuses in real-time, ensuring operational efficiency.	SR02, SR05
SF06	**Real-time notifications**: The system must send notifications for task delays, upcoming shifts, incomplete work, and progress updates, ensuring users remain informed and can act swiftly.	SR04
SF07	**Manager dashboard**: Cleaning company managers have access to a centralized dashboard for monitoring all cleaning operations, workforce productivity, and real-time updates on client-specific task progress.	SR03, SR06

Table 6 System Features

6   Assumptions

- The primary users of the system (cleaning supervisors, staff, and agency managers) are comfortable using web-based and mobile applications.
- All stakeholders have access to the necessary technology (e.g., smartphones, computers) to use the Clean Maestro platform.
- The cleaning agencies using the system have stable internet connections for real-time task updates and notifications.
- Supervisors and managers are responsible for reviewing and approving tasks or shift changes submitted by cleaning staff.
- Cleaning staff will update task statuses accurately and promptly within the system after completing tasks.
- Notifications via email or in-app alerts will be sufficient for informing supervisors and managers about important updates (e.g., task completion, and shift changes).

7   Constraints

- The system must comply with industry-standard data security and privacy regulations (e.g., GDPR, CCPA) since it will handle user data.
- Real-time task updates and notifications will depend on the availability of internet access and system performance may degrade without a stable connection.
- The development and implementation of new features are restricted by the project's budget and timelines.
- Any changes to system requirements during development will be subject to review and approval by the external stakeholders.
- The system must be robust enough to handle a high volume of concurrent users during peak operation times.
- The system should be adaptable to different cleaning agencies' operational models, without requiring major customizations.