# A CRM APPLICATION FOR WHOLESALE RICE MILL

## Project Overview

The Project “Rice Mill CRM Application” is a comprehensive solution designed to streamline and simplify how much rice per day,how many were sold that rice and which type of rice all reports send to owners daily wise. It leverages the power of customer relationship management (CRM) to enhance customer experiences, optimize store operations, and improve overall efficiency in the rice mill factory. This project aims to develop a user-friendly and feature-rich application that addresses the specific needs of a rice mill factory.

## Objectives

The primary goal of the CRM (Customer Relationship Management) application for the wholesale rice mill is to streamline the management of customer relationships, optimize sales operations, and enhance overall business efficiency. The CRM will act as a centralized system for managing customer interactions, tracking sales, and improving service delivery, which is essential for the smooth functioning of the rice mill’s wholesale operations.

### Business Goals for CRM Application (Wholesale Rice Mill)

**Improve Customer Retention and Loyalty:** Build stronger, long-term relationships with customers through personalized communication and service.Provide better post-sale support, making customers more likely to return for future orders.

**Streamline Sales and Order Management:** Automate sales and follow-up processes, making the sales cycle more efficient and reducing manual tasks.Enable sales teams to focus on high-value clients and closing deals, leading to higher sales productivity.

**Optimize Inventory and Supply Chain Management:** Integrate inventory management with customer orders to ensure real-time stock updates and reduce stockouts or overstock situations.Better demand forecasting by analyzing customer orders and trends.

### Specific Outcomes the Project Aims to Achieve:

**Centralized Customer Database:** Create a unified database of all customers, including order history, preferences, and communication records, making it easier to manage and interact with clients.

**Faster and More Efficient Sales Process:** Streamline the sales workflow, reducing the t ime it takes to process orders and follow up with clients, leading to more closed deals.

# Salesforce Key Features and Concepts Utilized

**Salesforce:** Salesforce is your customer success platform, designed to help you sell, service, market, analyze, and connect with your customers. Salesforce has everything you need to run your business from anywhere. Using standard products and features, you can manage relationships with prospects and customers, collaborate and engage with employees and partners, and store your data securely in the cloud.

**CRM stands for "Customer Relationship Management".** It refers to the strategies, processes, and technologies that companies use to manage interactions with current and potential customers. The primary goal of CRM is to improve business relationships, streamline processes, and enhance customer service to boost customer satisfaction, retention, and sales.

**"The lightning app"** is a collection of items that work together to serve a particular function. In Lightning Experience, Lightning apps give your users access to sets of objects, tabs, and other items all in one convenient bundle in the navigation bar.

**"Reporting and Dashboards"** is the application can generate detailed reports and analytics regarding daily how much rice sold and total income per daily, revenue generated, popular amenities, and most buyed customers. Easy to understand the data to the owner, improving resource allocation, and planning future development.

**"A rollup summary field"** is a field that summarizes data from a child object to a parent object that shares a master-detail relationship. Rollup summary fields can use the COUNT, SUM, MIN, and MAX functions. For example, you could use a rollup summary field to display the total value (amount of rice supplied ) from rice details on a related supplier.

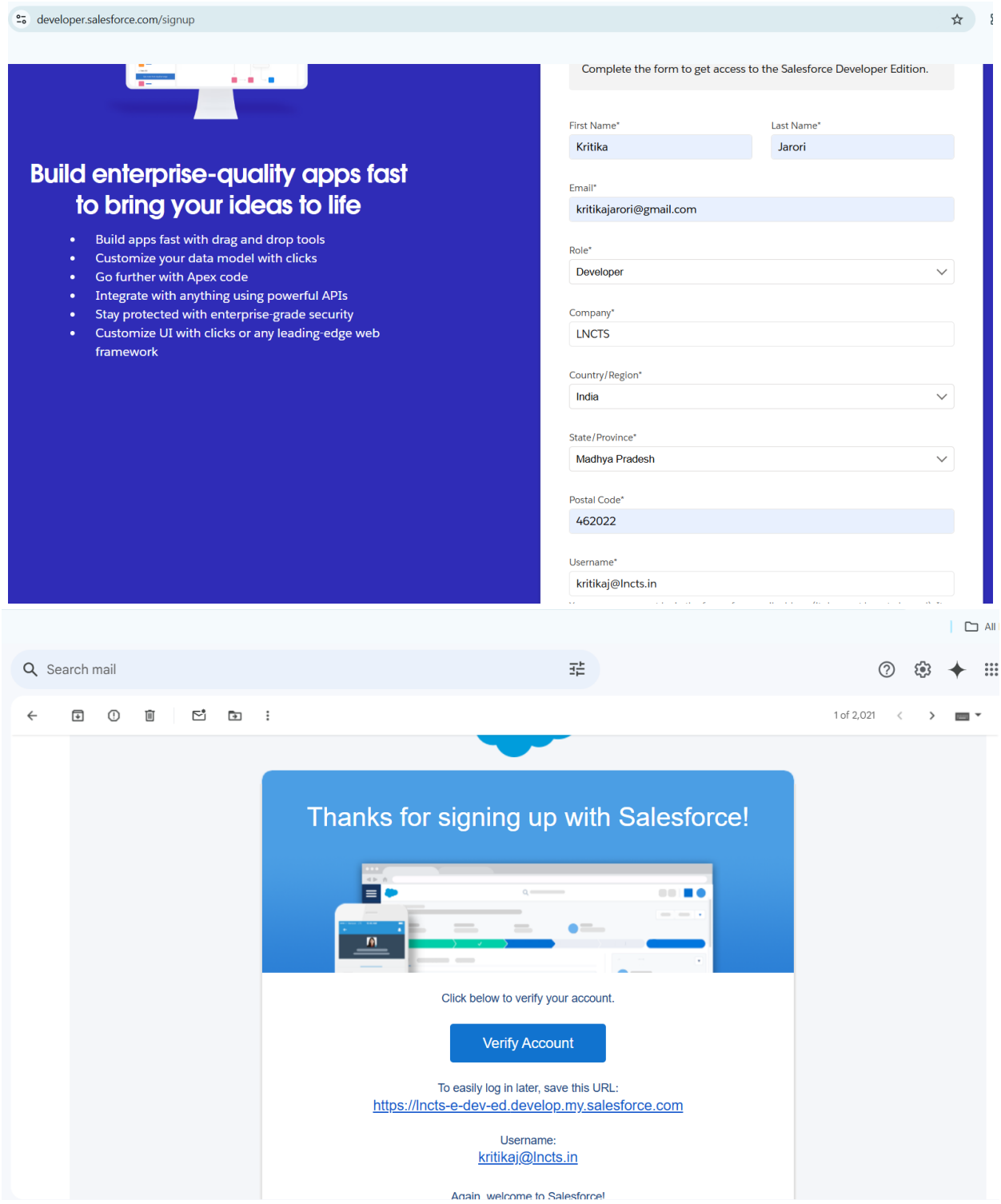
**"A cross-object formula field"** is a formula field that references fields from another object in Salesforce. This type of formula allows users to calculate the total amount from number of rice taken*price/kg and it displays the total amount I have to pay.

**"Validation rules"** also include an error message to display to the user when the rule returns a value of "True" due to an invalid value.so , In this project i gave Isblank formula.Isblank formula is used to verify whether it is blank it shows error.

**"Permission sets"** Organization Wide Defaults(OWD) in salesforce is the baseline level of access that the most restricted user should have. Organizational Wide Defaults are used to restrict access.But in our case we created roles and given the roles in such a way that the owner can see employer and worker records , and the employer can see the worker records.

## Steps to Solution

**Step 1:** Creating a developer org in salesforce

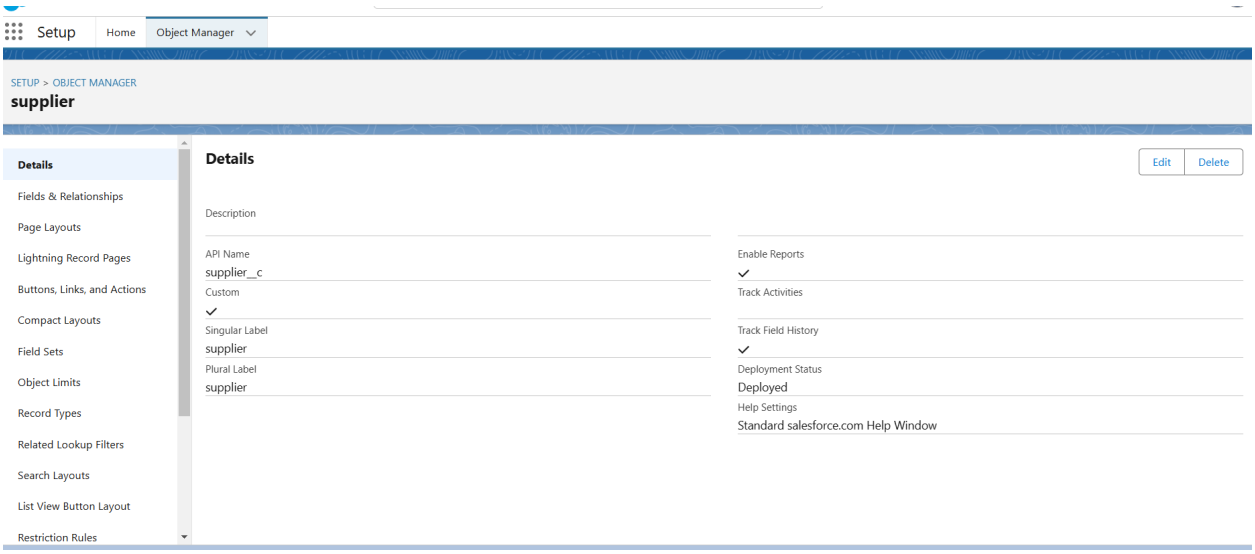



**Step 2:** Salesforce objects are database tables that permit you to store data that is specific to an organization.

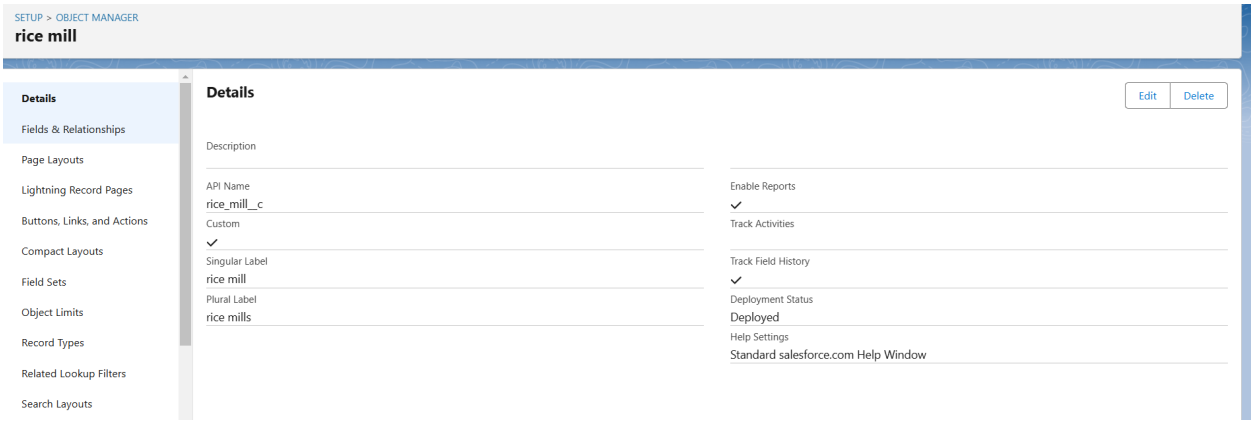
**To create an object:**

1. From the setup page - Click on Object Manager -Click on Create - Click on Custom Object.
2. On Custom object defining page: Enter the label name, plural label name, click on Allow reports, Allow search.
3. Click on Save.
4. Now we have to create objects like suppliers, rice mills, consumers and rice details.

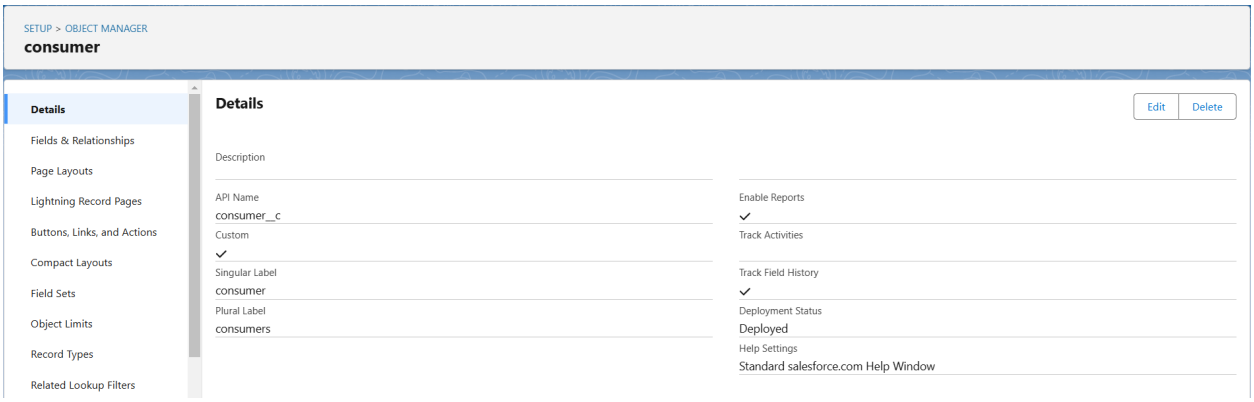
**Supplier Object:**



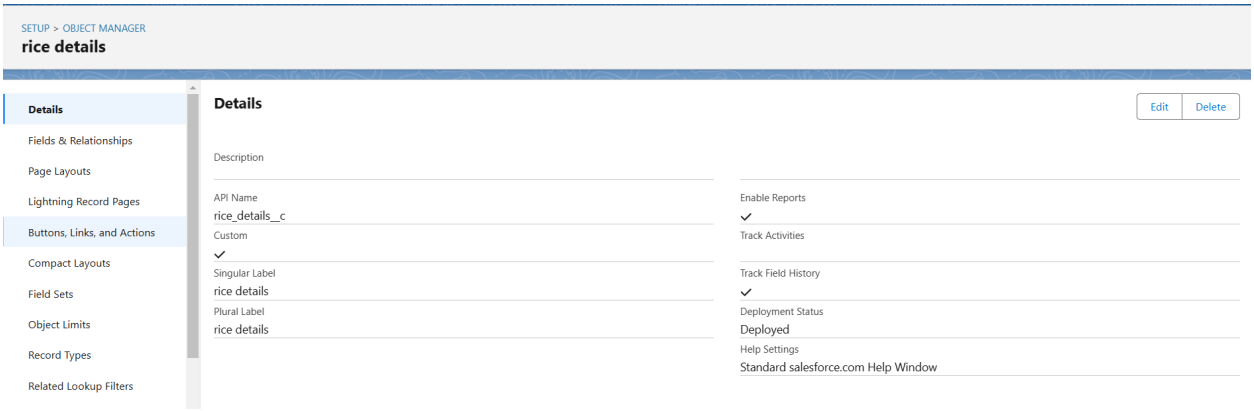

**Rice mill Object:**




**Consumer Object:**



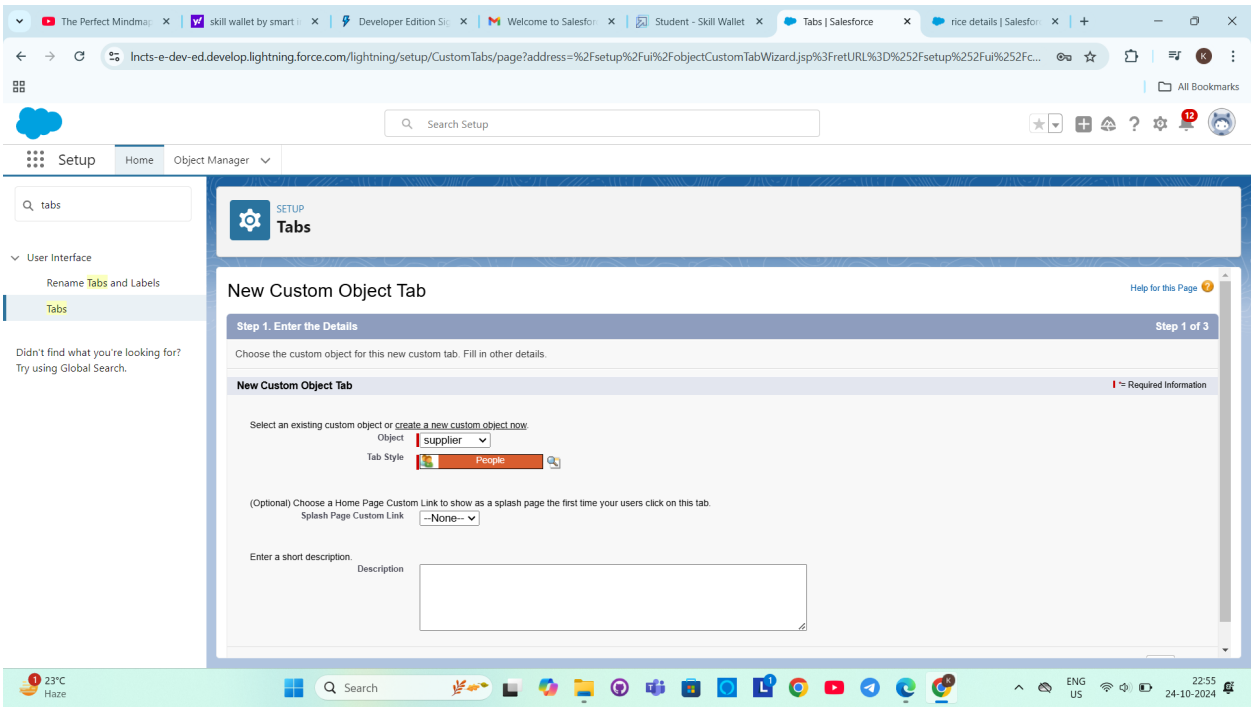

## Rice details Object:



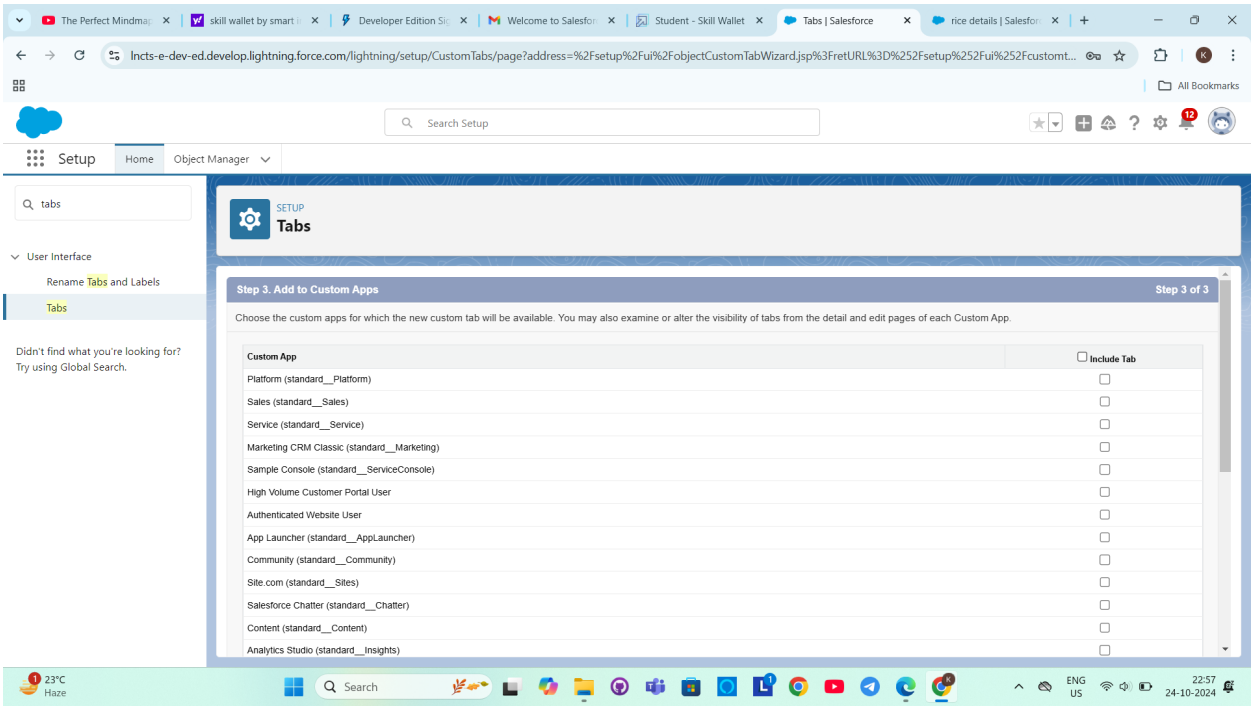

**Step 3:** A tab is like a user interface that is used to build records for objects and to view the records in the objects.

To create a Tab:( supplier)

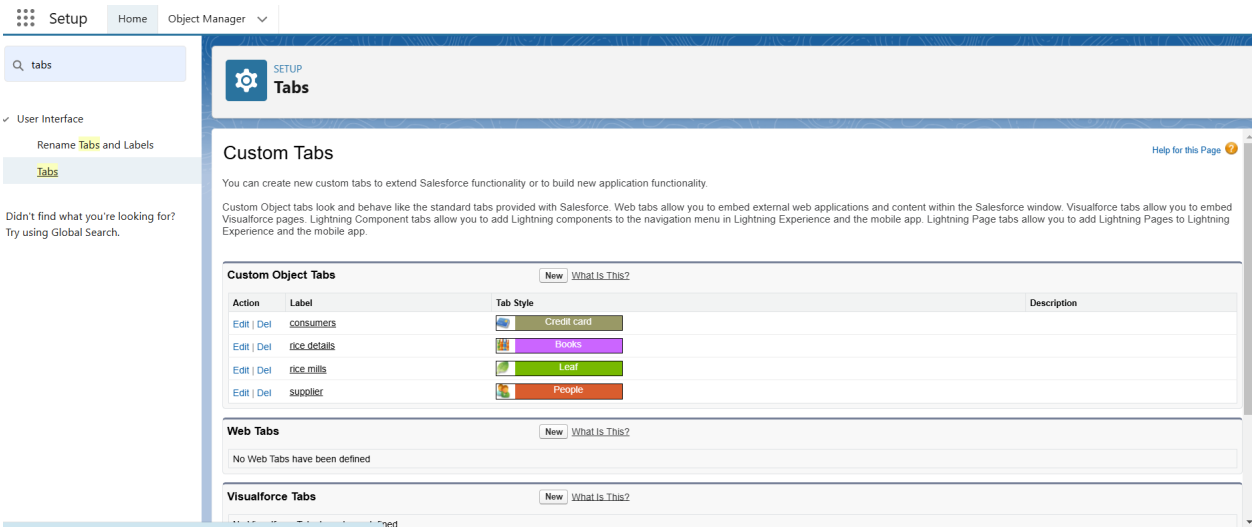
1. Go to setup page >> type Tabs in Quick Find bar >> click on tabs >> New (under custom object tab)
2. Select Object( supplier) >> Select the tab style >> Next (Add to profiles page) keep it as default >> Next (Add to Custom App) uncheck the include tab .




3. Make sure that the Append tab to users' existing personal customizations is checked.
4. Click save.



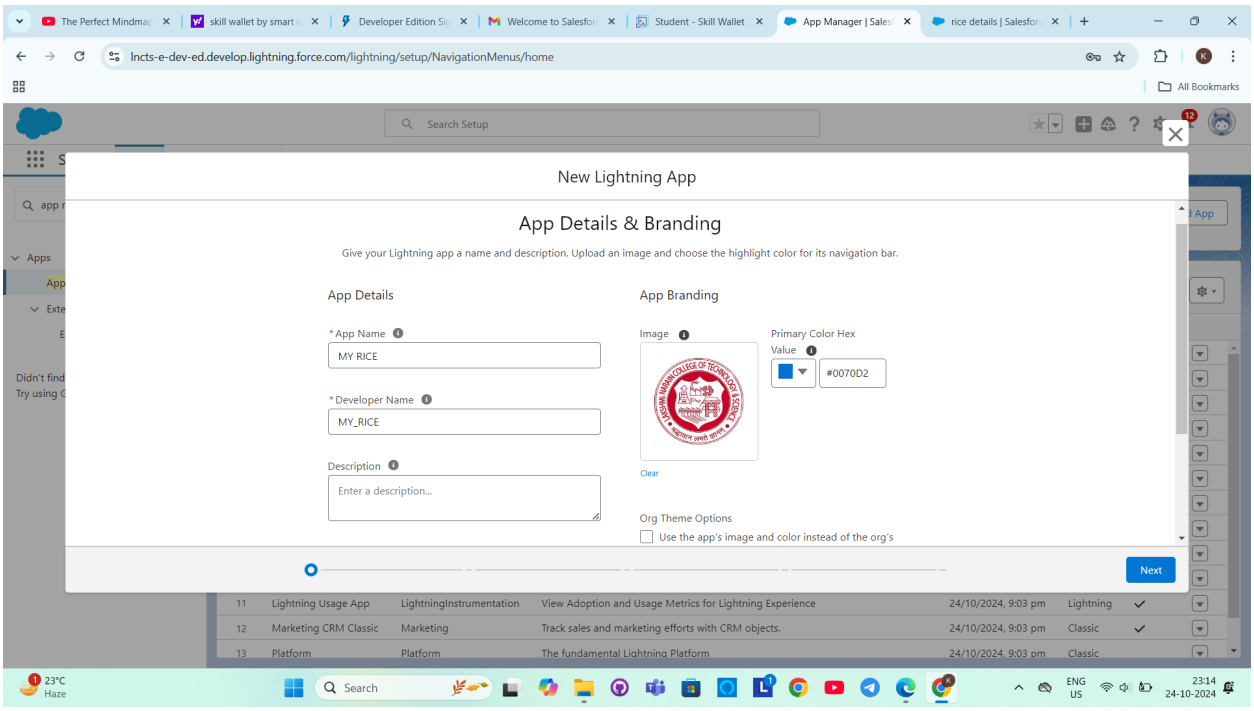

5. Now create the Tabs for the remaining Objects, they are " rice mill, consumer , rice details".Follow the same steps as mentioned above.




**Step 4:** Create lightning tab.

To create a lightning app page:

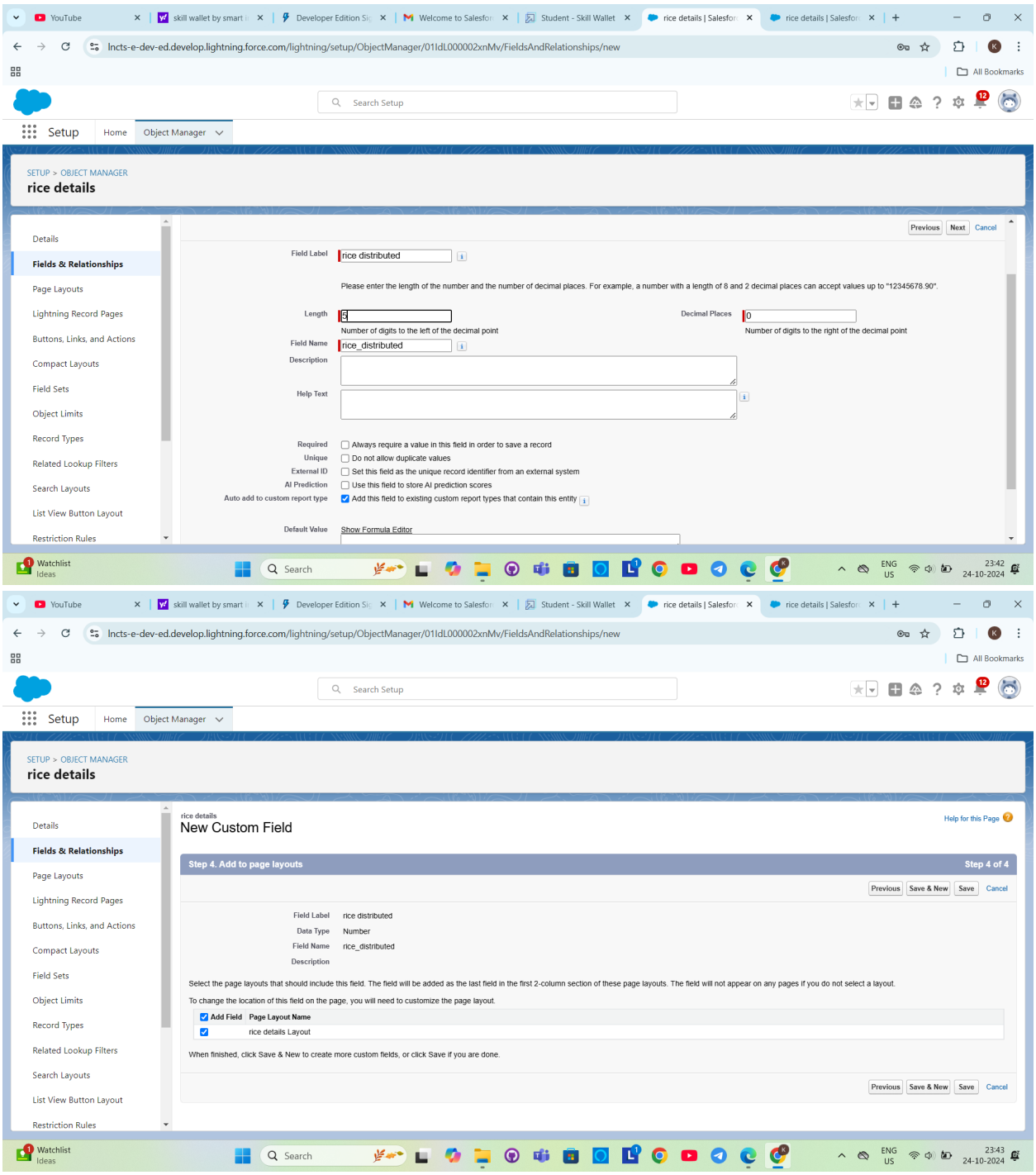
1. Go to setup page >> search “app manager” in quick find >> select “app manager” >> click on New lightning App.
2. Fill the app name in app details as MY RICE >> Next >> (App option page) keep it as default >> Next >> (Utility Items) keep it as default >> Next.
3. Upload a photo that is related to your app.
4. To add Navigation Item:
   - Select the items (supplier, rice mill, consumer , Rice details ) from the search bar and move it using the arrow button >> Next.
   - To Add User Profiles:Search profiles (System administrator) in the search bar >> click on the arrow button >> save & finish.




**Step 5:** To Create Fields:

➢ Creating the number field in rice details object.

1. Go to the setup page >> click on object manager >> From drop down click edit for rice details object
2. Click on fields & relationship >> click on New.
3. Select Data type as “Number” and click Next.
4. Given the Field Label as “ rice distributed ” and length as “ 5 ”.
5. Field Name will be auto populated, and click on Next- Next >> Save.

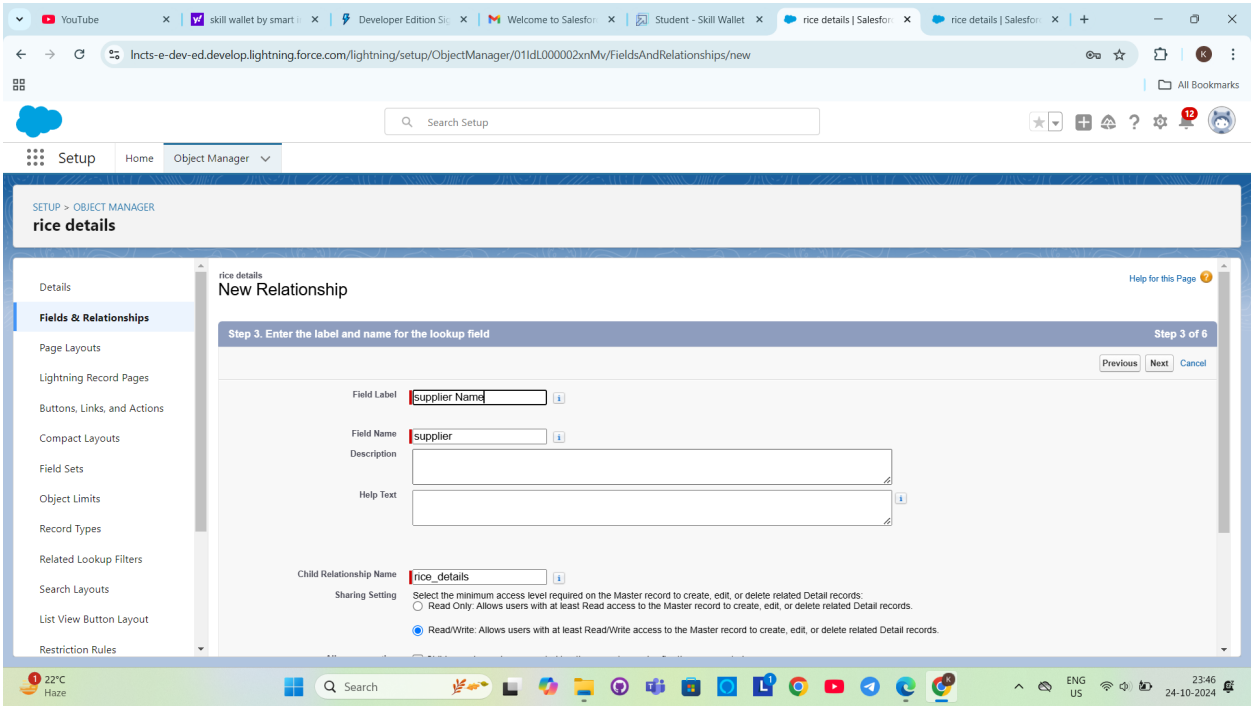


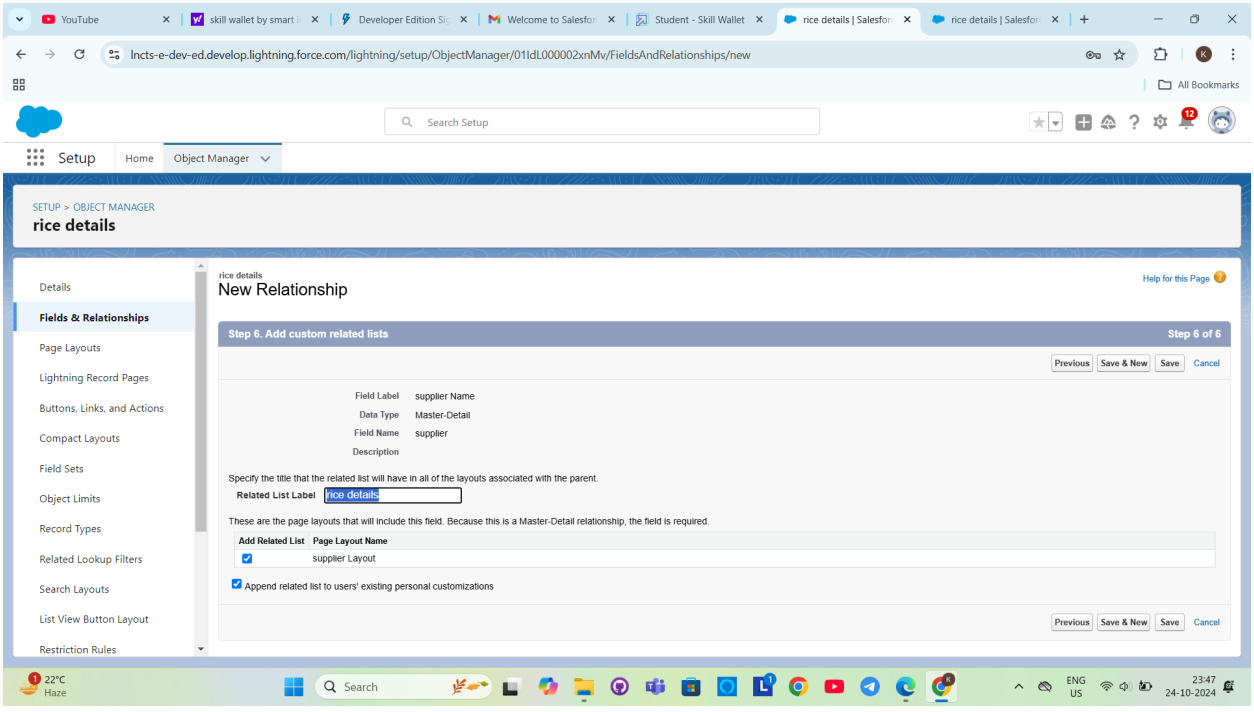

## Creating junction object.

A Junction object is a custom object that serves as a bridge between two related objects in a many-to-many relationship. It allows you to create a relationship between records of two different objects by creating a many-to-many relationship model.Creating junction object as rice details with supplier & rice mill

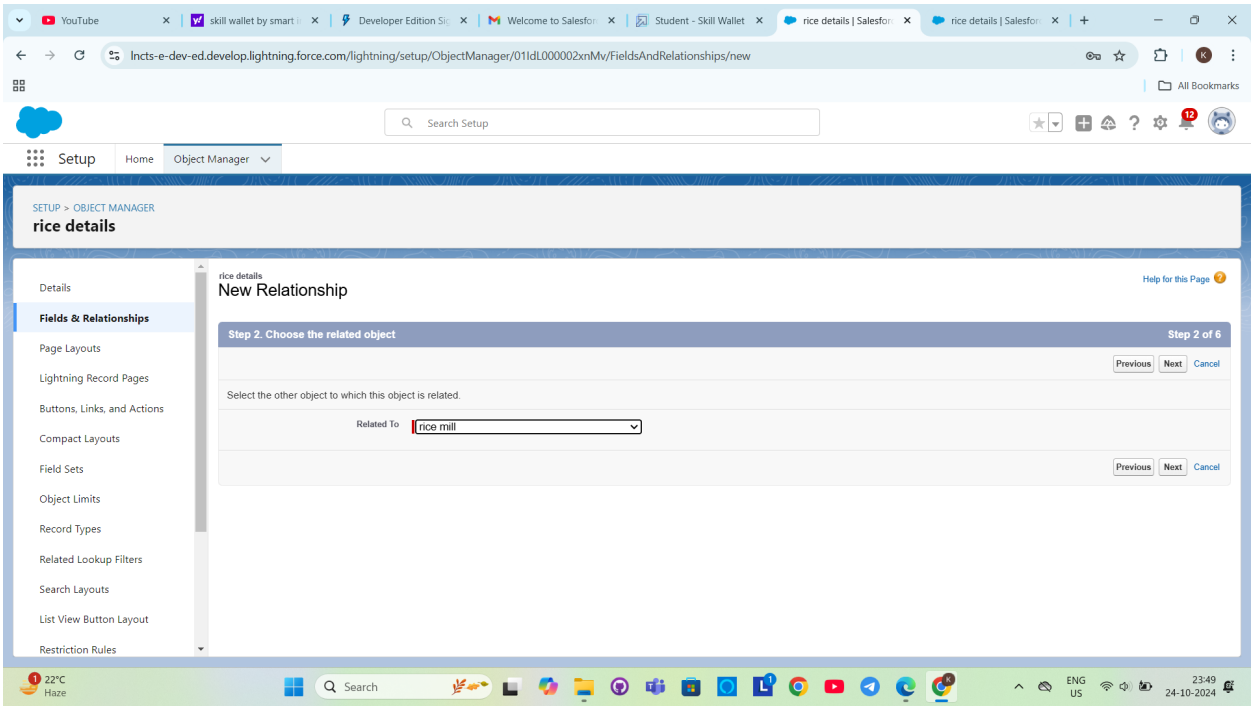
**To create junction object**

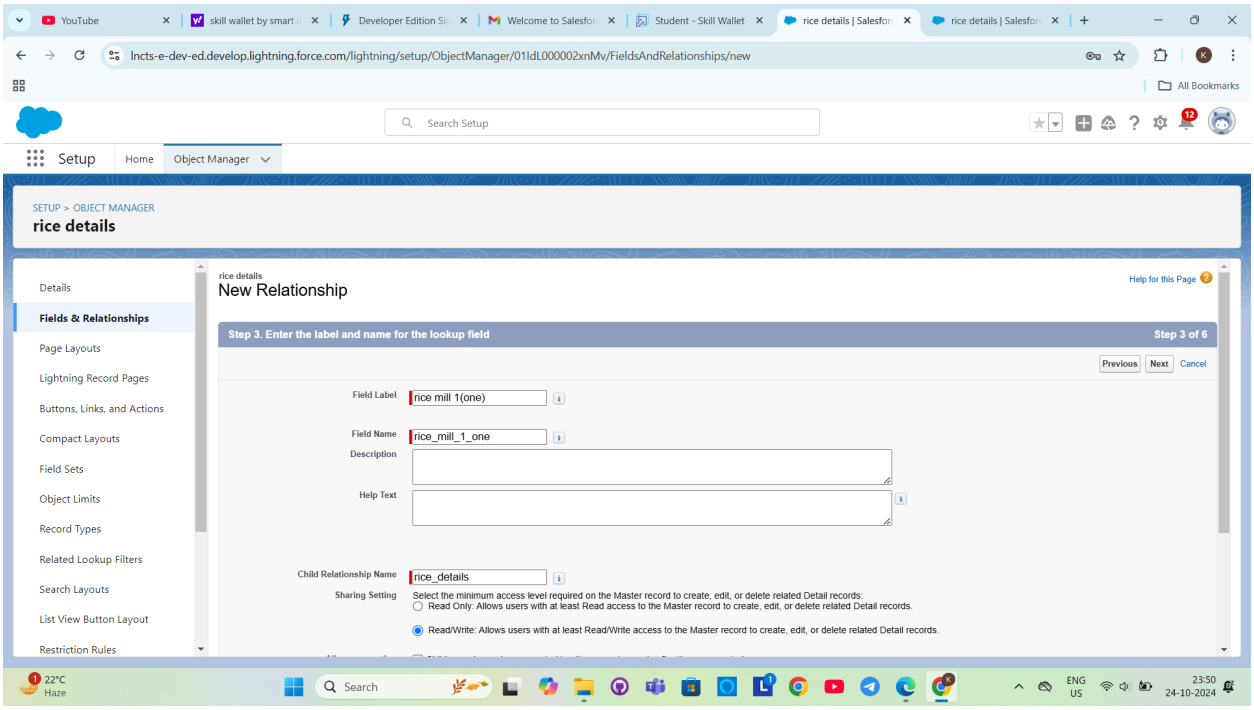
1.Go to the setup page >> click on object manager >> From drop down click edit for rice details object
2. Click on fields & relationship - click on New.
3. Select “Master-Detail relationship” as data type and click Next.
4. Select the related object “ supplier ” and click next.
5. Give Field Label as “supplier Name” and click Next.
6. Next >> Next >> Save & New.

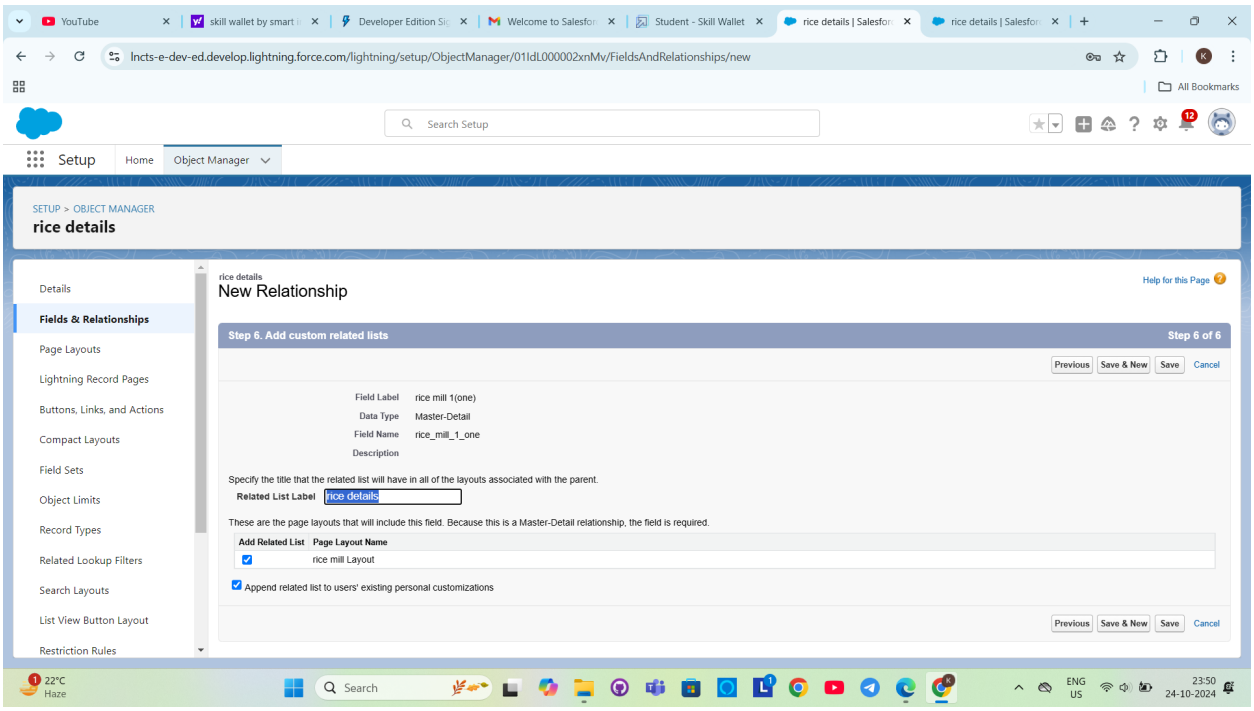


7. Follow the same steps from 1 to 3.
8. Select the related object “ rice mill ” and click Next.
9. Give Field Label as “rice mill 1(one)” and click Next.
10. Next >> Next >> Save.



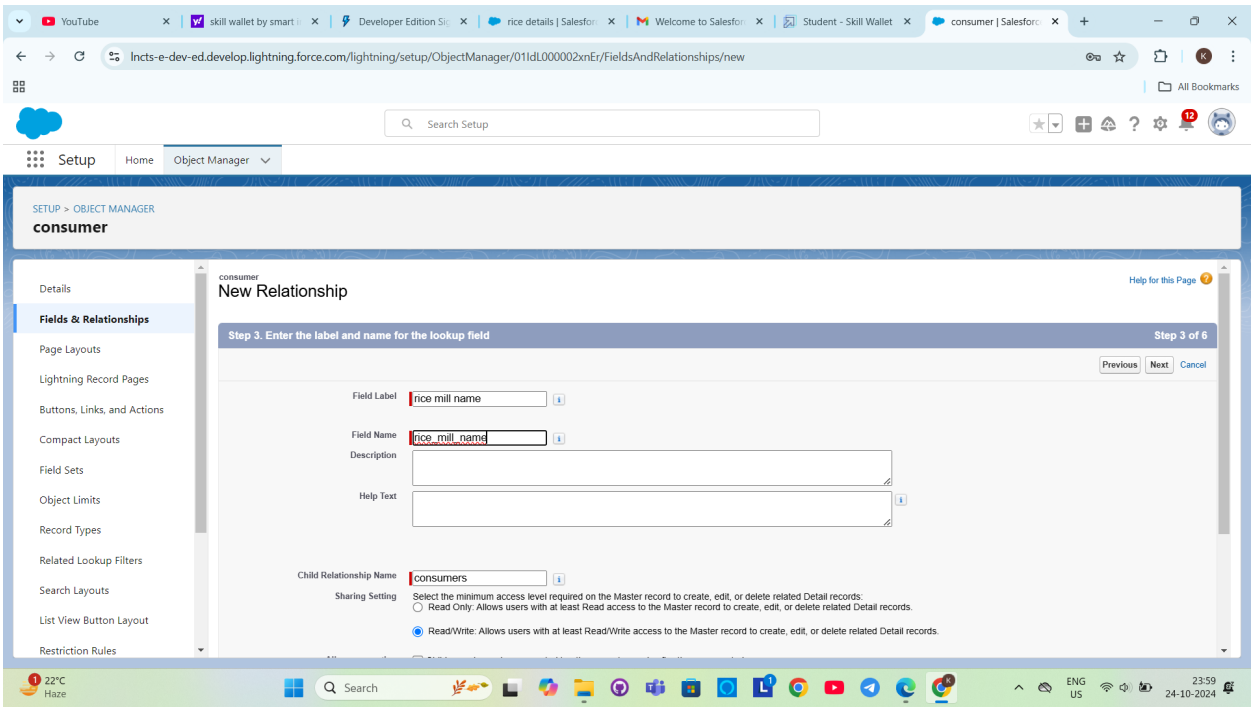


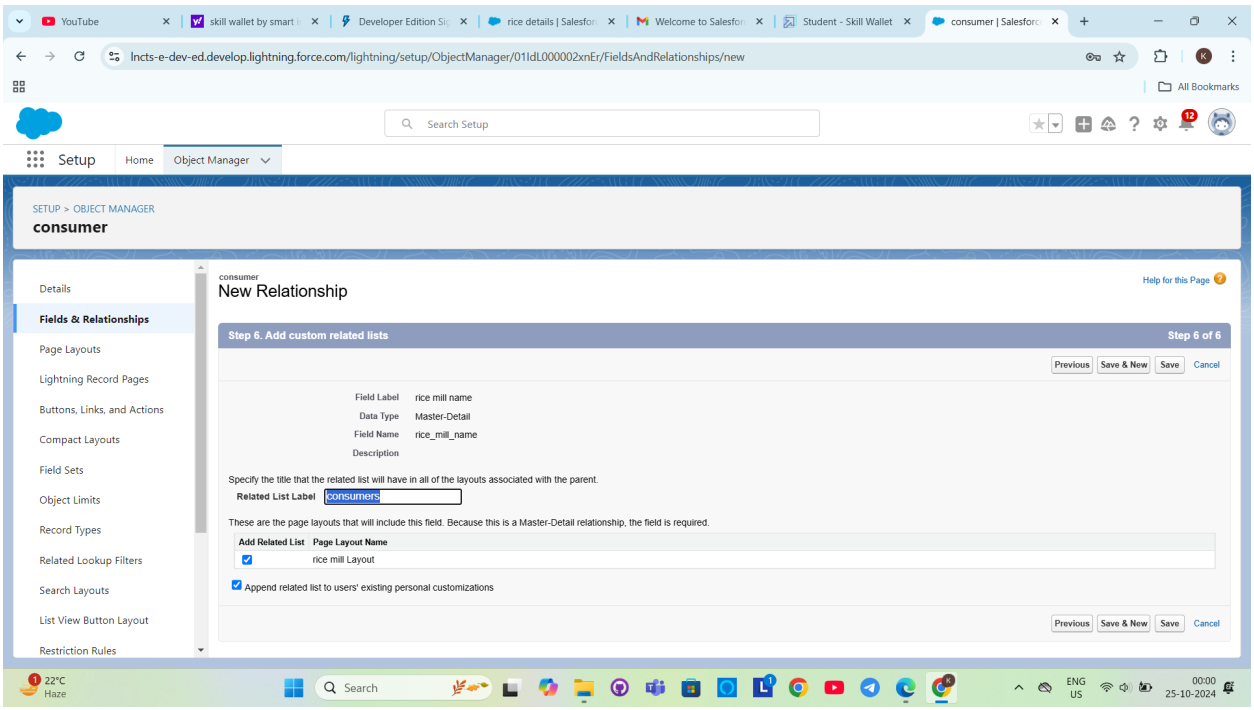

## Creating Master-detail relationship .

Master-detail relationship is a type of relationship between two objects where the master object controls certain behaviors and settings of the detail object. Here are a few use cases that demonstrate the use of master-detail relationships.

### To Create a Master-Detail relationship

1. Go to the setup page >> click on object manager >> From drop down click edit for consumer object.
2. Click on fields & relationship >> click on New.
3. Select “Master-Detail relationship” as data type and click Next.
4. Select the related object “ rice mill”.
5. Give Field Label as “rice mill name” and click Next.
6. Next >> Next >> Save.



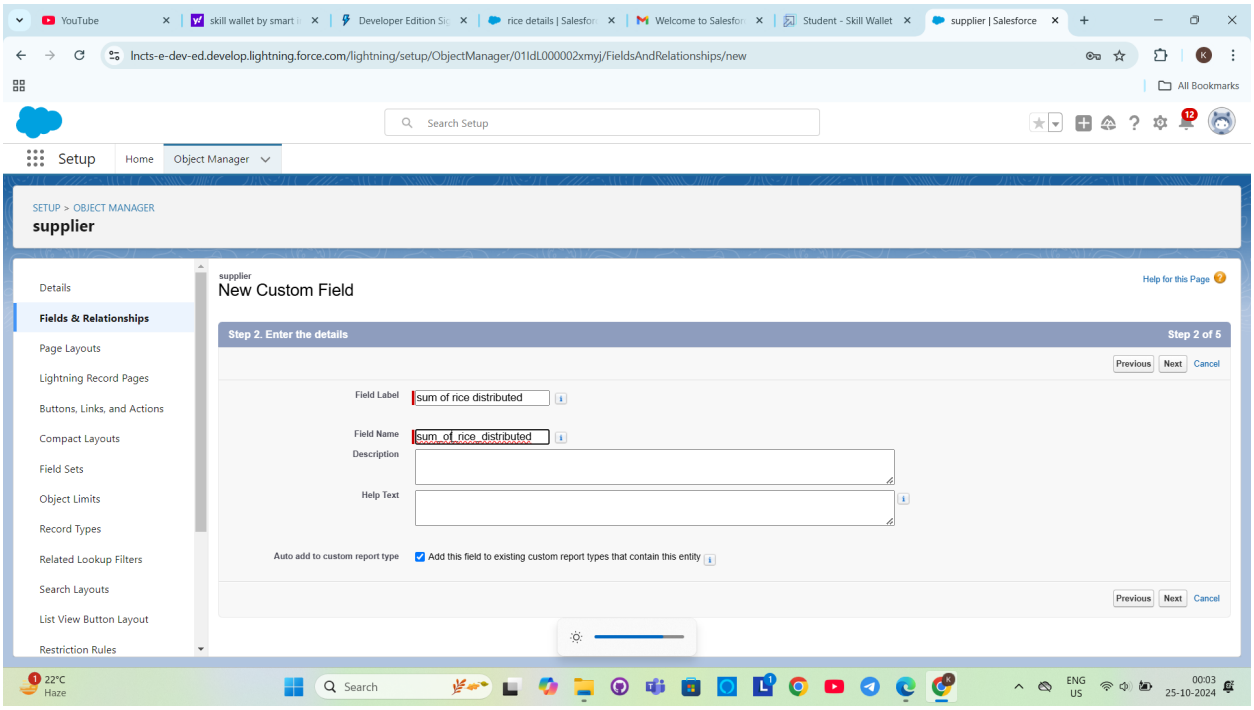




## ➢ Creating the Roll-up Summary .

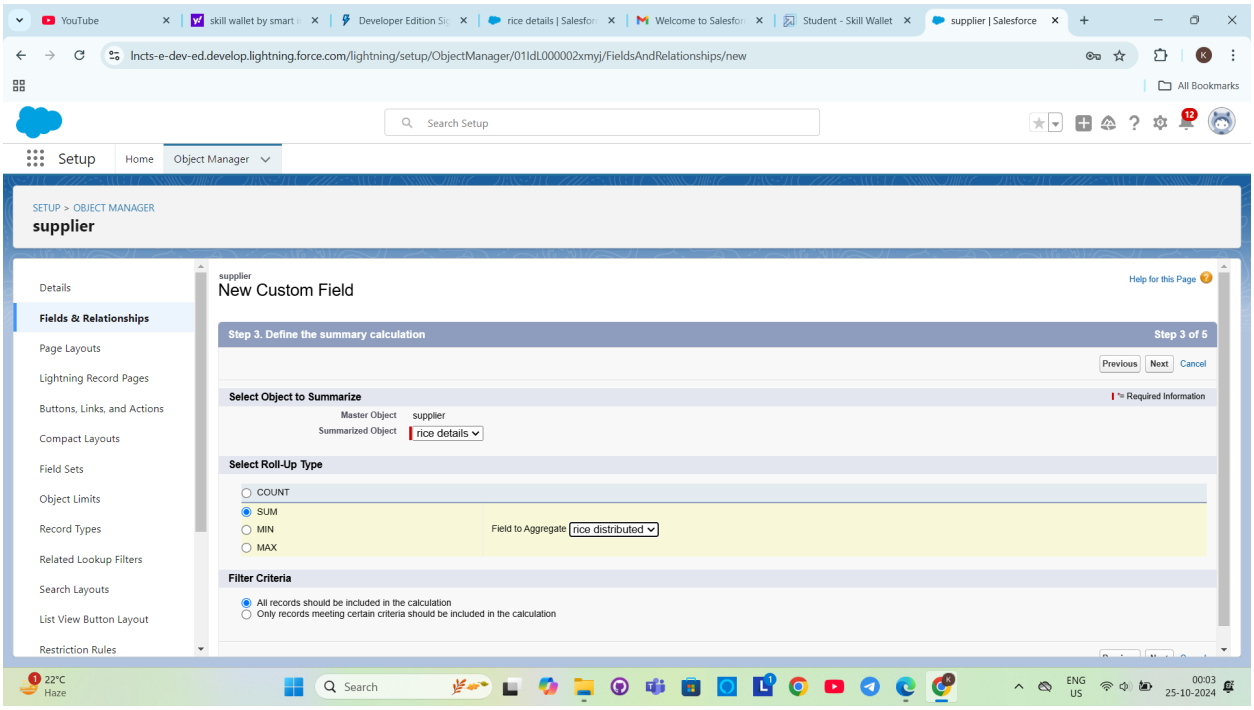
Creating the Roll-up summary field on supplier & rice mill Objects.

1. Go to setup >> click on Object Manager >> type object name(supplier) in search bar >> click on the object.
2. Now click on “Fields & Relationships” >> New.
3. Select the data type as “Rollup summary ”,and click Next.

4. Give the Field label as “ sum of rice distributed ”,Field Name will be Auto generated, and click Next.

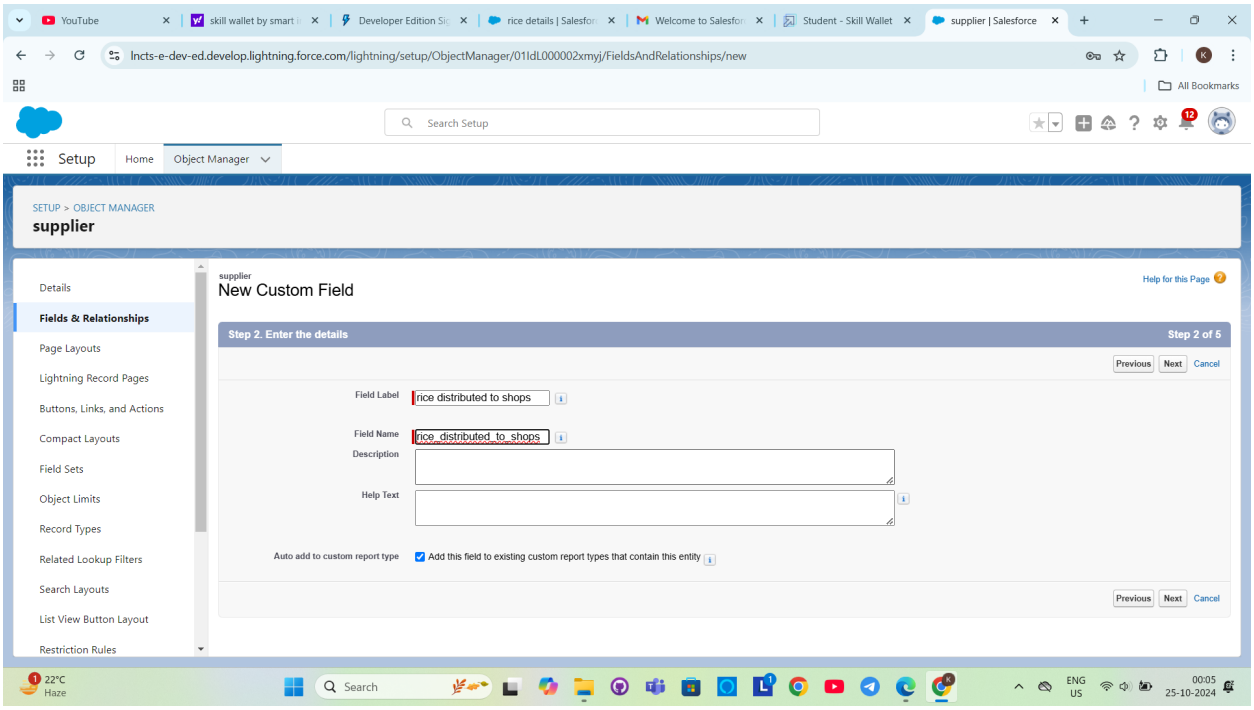



5. Select the summarized object as “ rice details ”.
6. Select the Rollup type as “sum”.
7. Select the field to aggregate as “ rice distributed ”, and click Next >>Next >>Save.




8. Select the field to aggregate as “ rice distributed ”, and click Next >>Next >>Save. Follow the same steps for the rice mill Object from 1 to 3

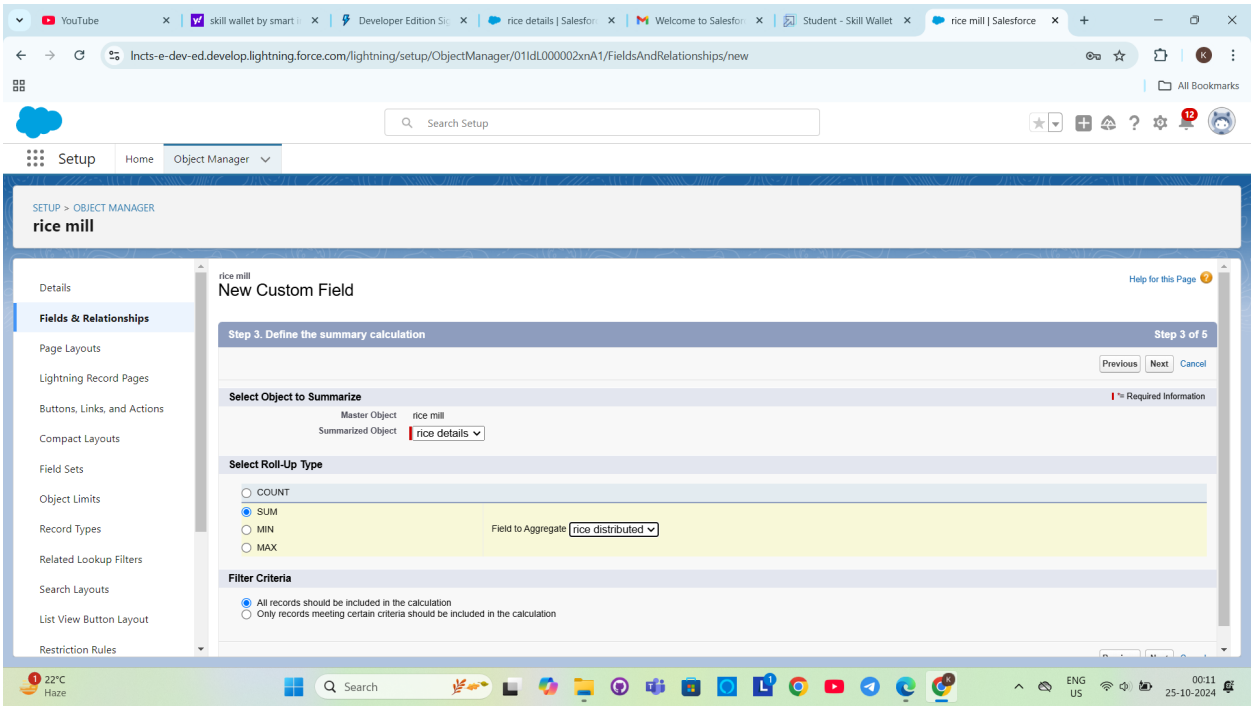
9. Give the Field label as “ rice distributed to shops ”,Field Name will be Auto generated,and click Next.




10. Select the summarized object as “ rice details ”.

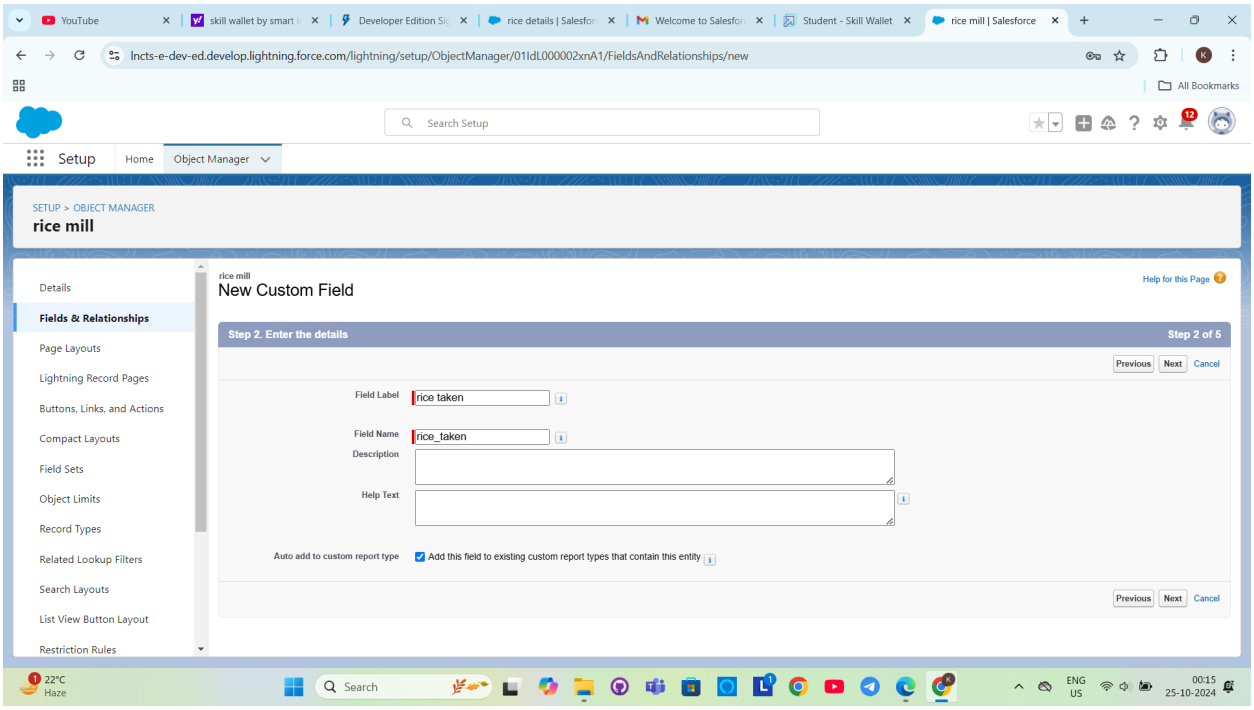
11. Select the Rollup type as “sum”.

12. Select the field to aggregate as “ rice distributed ”, and click Next >> Next >> Save

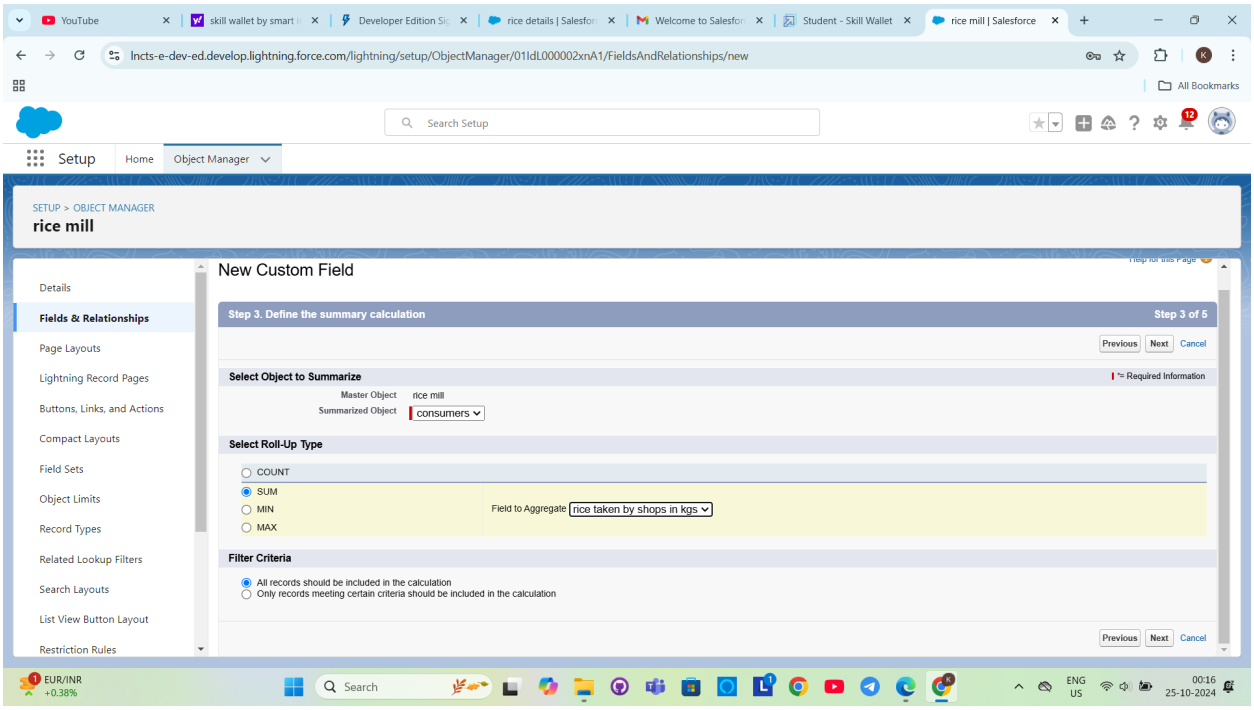



13. Note : create the field as “ rice taken by shops in kgs” using number datatype in consumer object

14. Follow the same steps for the rice mill Object from 1 to 3
15. Give the Field label as " rice taken ",Field Name will be Auto generated, and click Next.

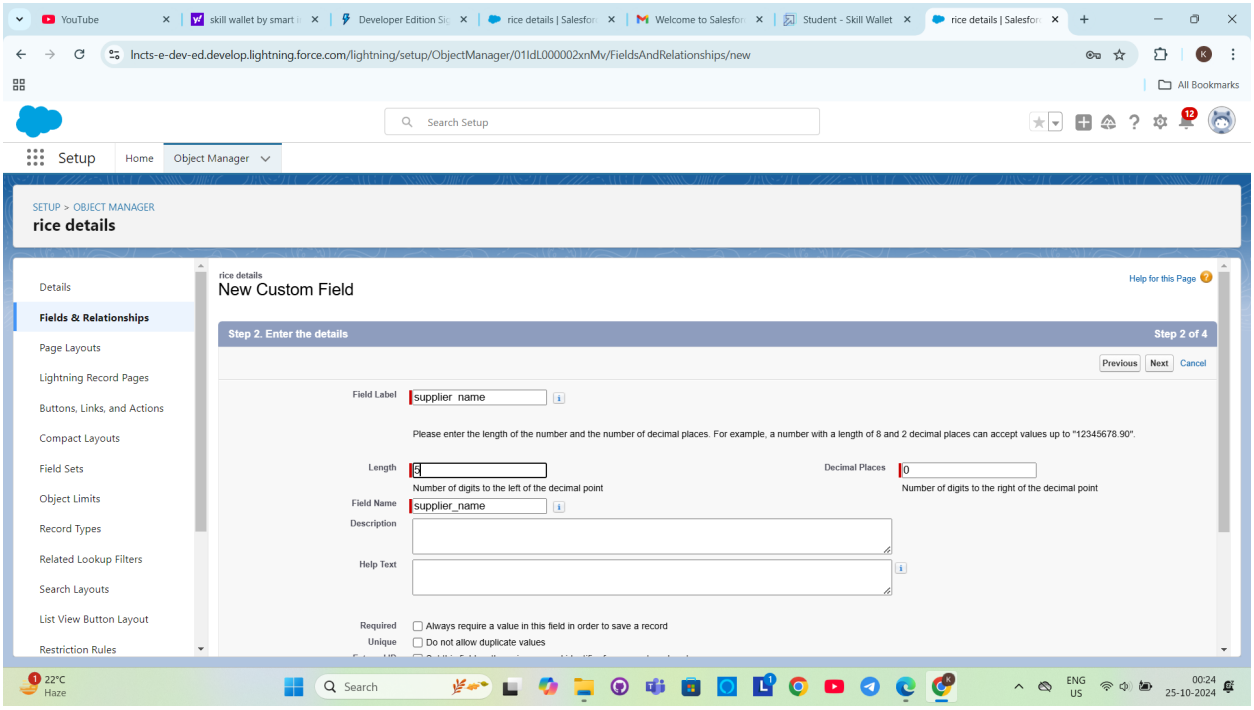


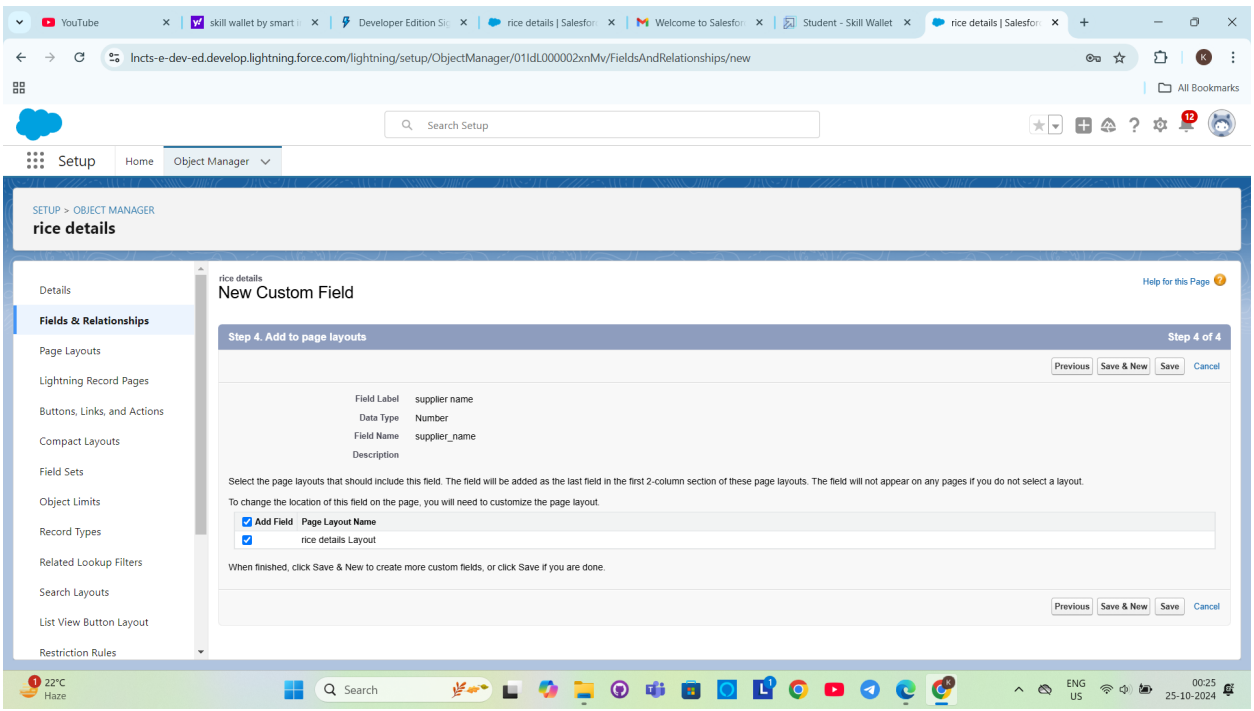

16. Select the summarized object as " consumer".
17. Select the Rollup type as "sum".
18. Select the field to aggregate as " rice taken in shops ", and click Next >> Next >> Save.




## ➢ Creating fields in object .

1. Creating the number field in rice details object
2. Go to the setup page >> click on object manager >> From drop down click edit for rice details object.
3. Click on fields & relationship >> click on New.
4. Select Data type as “master detail” and click Next.
5. Given the Field Label as “ supplier name ” and length as “ 5.

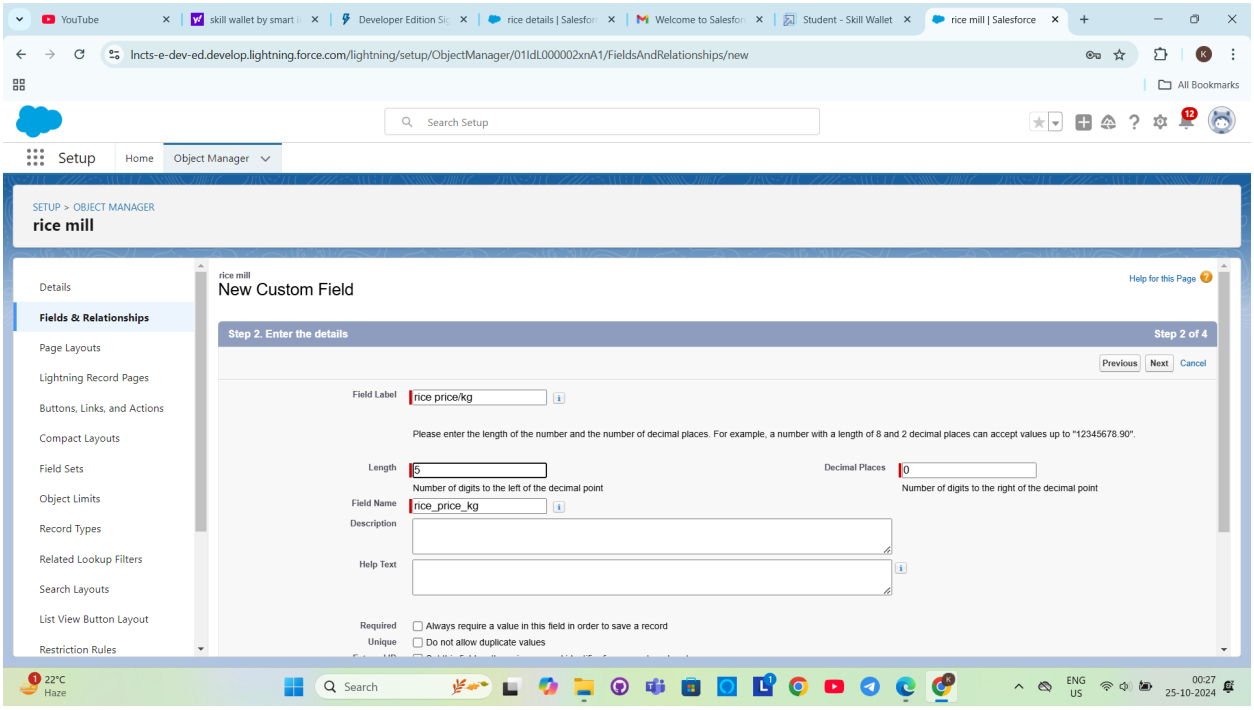


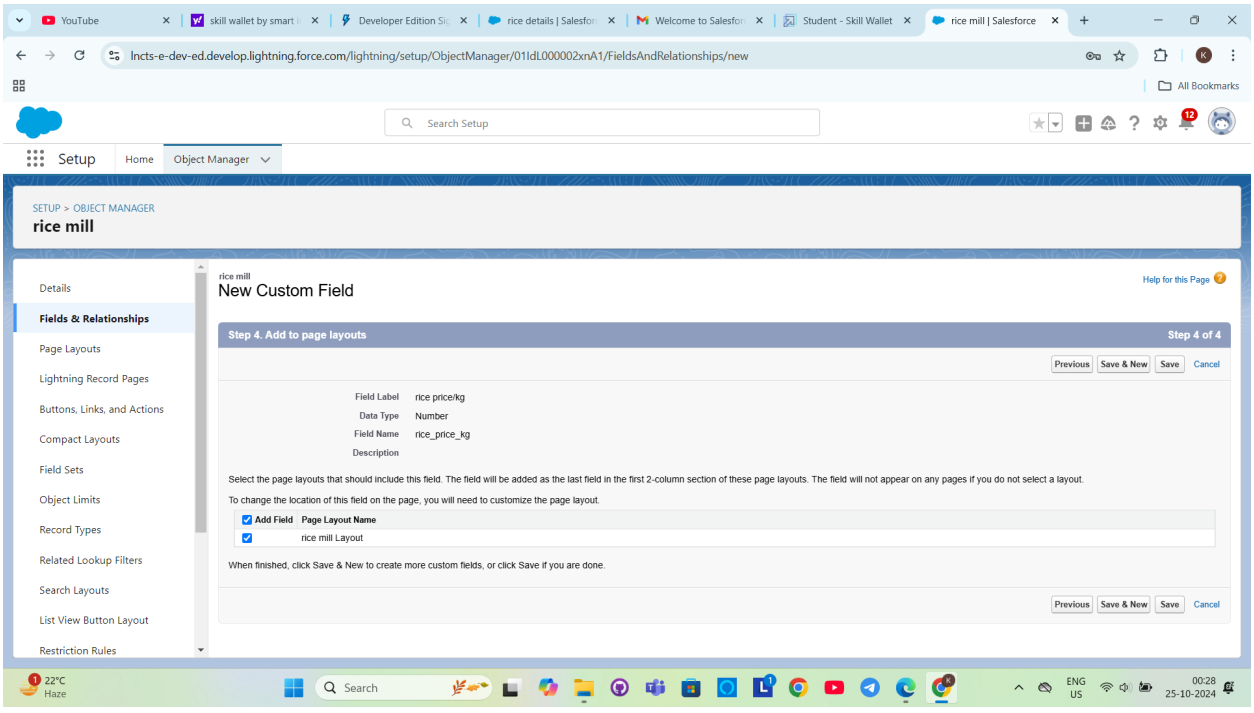




6. Field Name will be auto populated, and click on Next>> Next >>Save.

## ➢ Creating Fields in rice mill Objects

1. Select Data type as “Number” and click Next.
2. Given the Field Label as “ rice price/kg ” and length as “ 5 ”

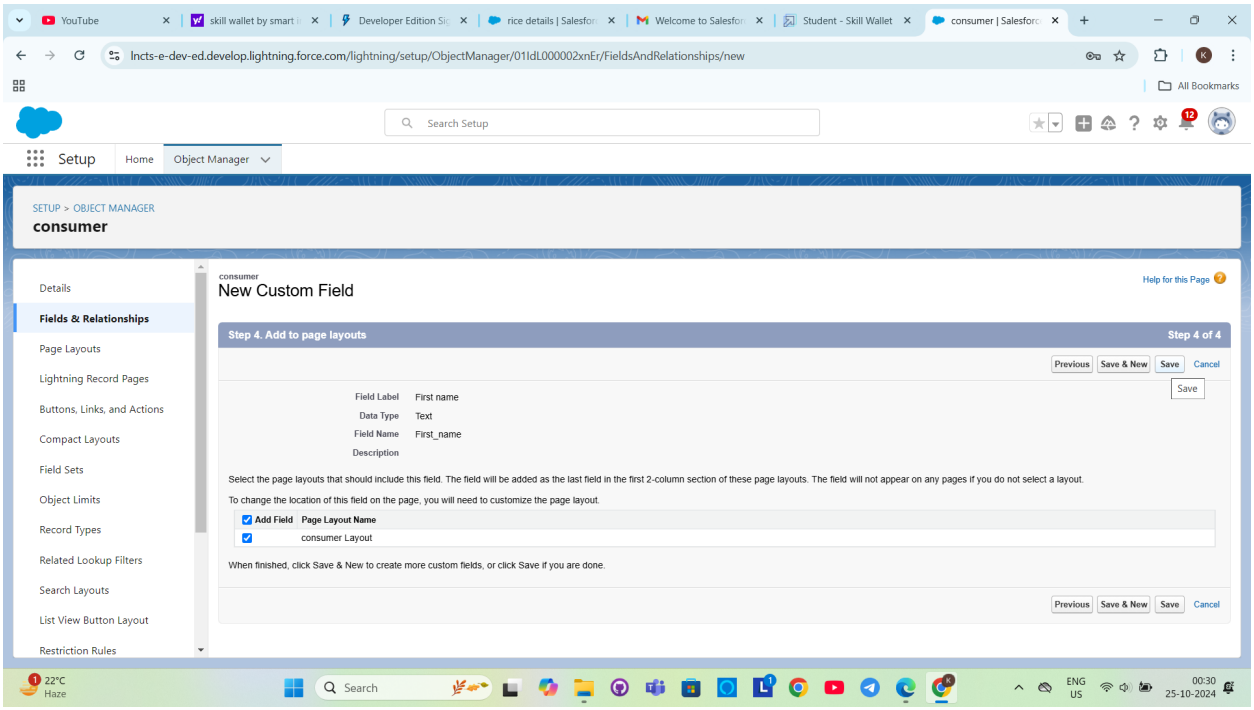


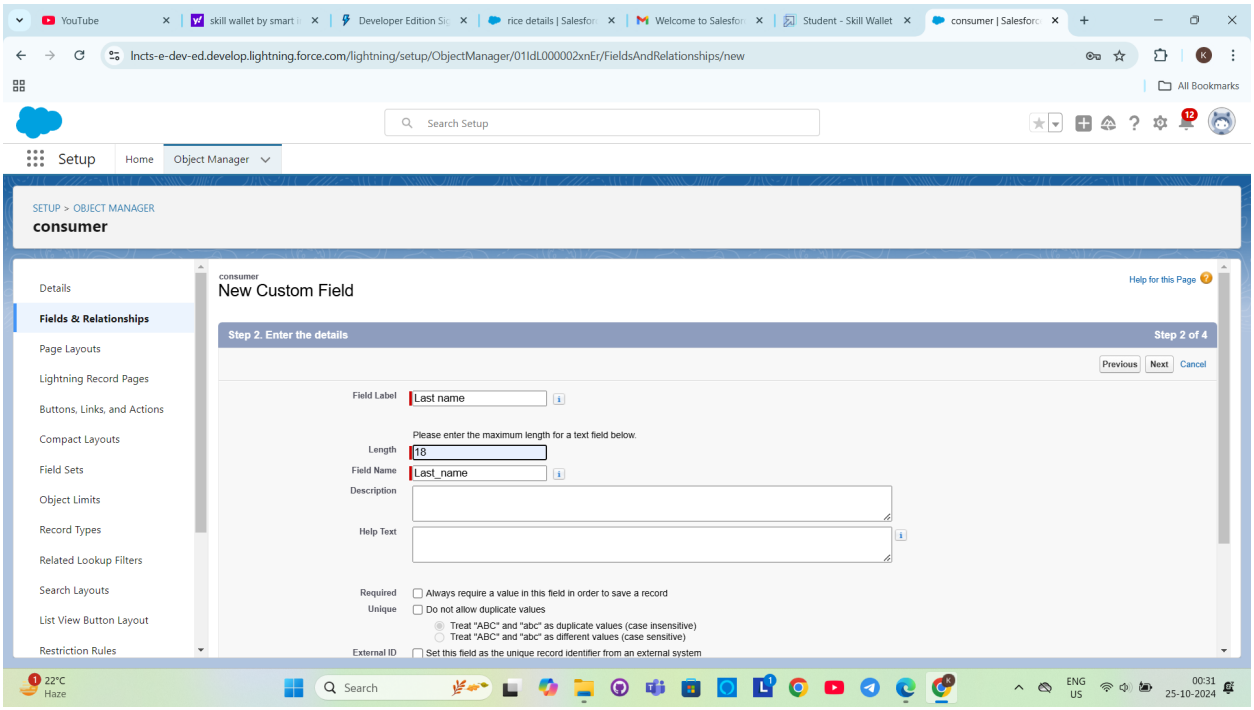



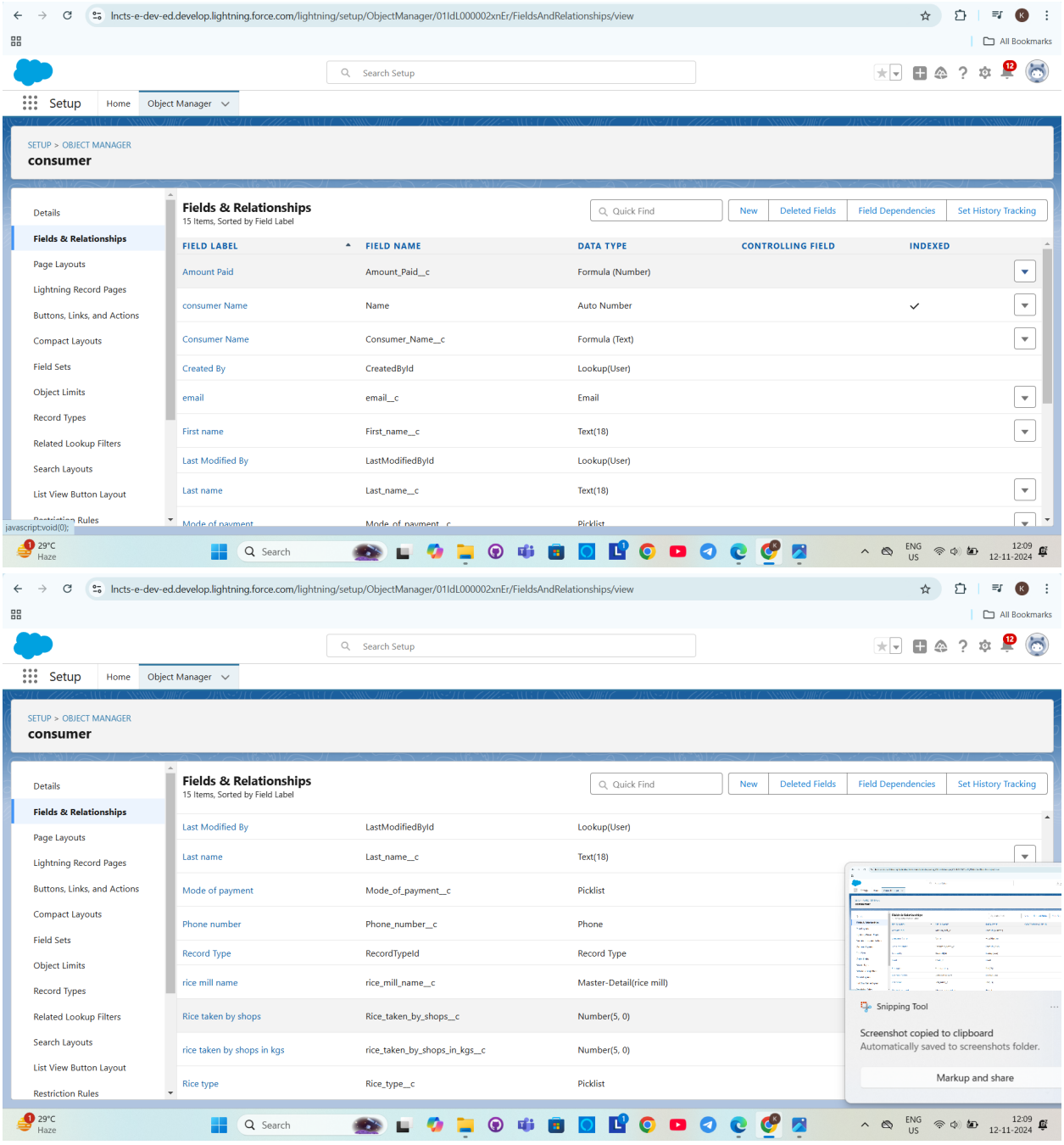

## ➢ Creating Fields in Consumer Objects.

Now create the field names as First name, Last name, Phone number,E-mail, Rice taken by

shops, Rice Type and mode of payement with the data type as Text, phone, e-mail ,number and picklist under the object consumer



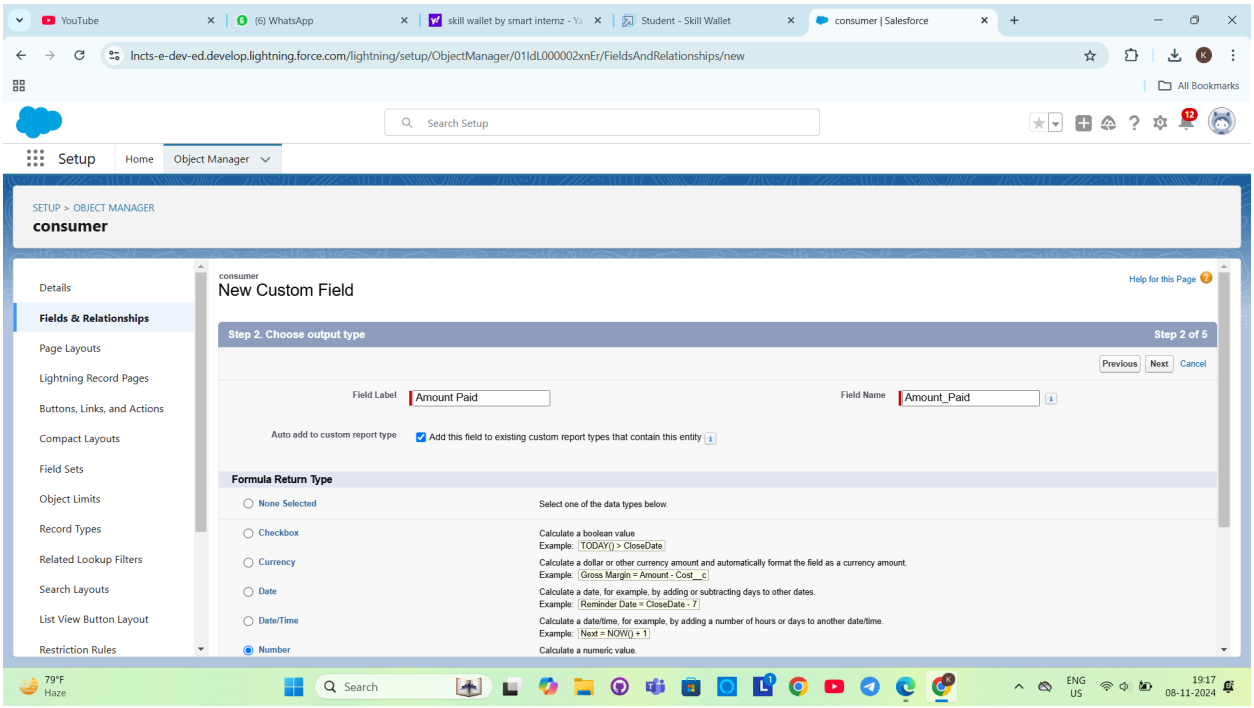



## ➢ Creating Cross Object Formula Field in consumer Object

A cross-object formula field is a formula field that references fields from another object in Salesforce. This type of formula allows users to calculate and display data from multiple objects on a single record.

1. Go to setup >> click on Object Manager >> type object name(consumer) in search bar >> click on the object.
2. Click on fields & relationship >> click on New.

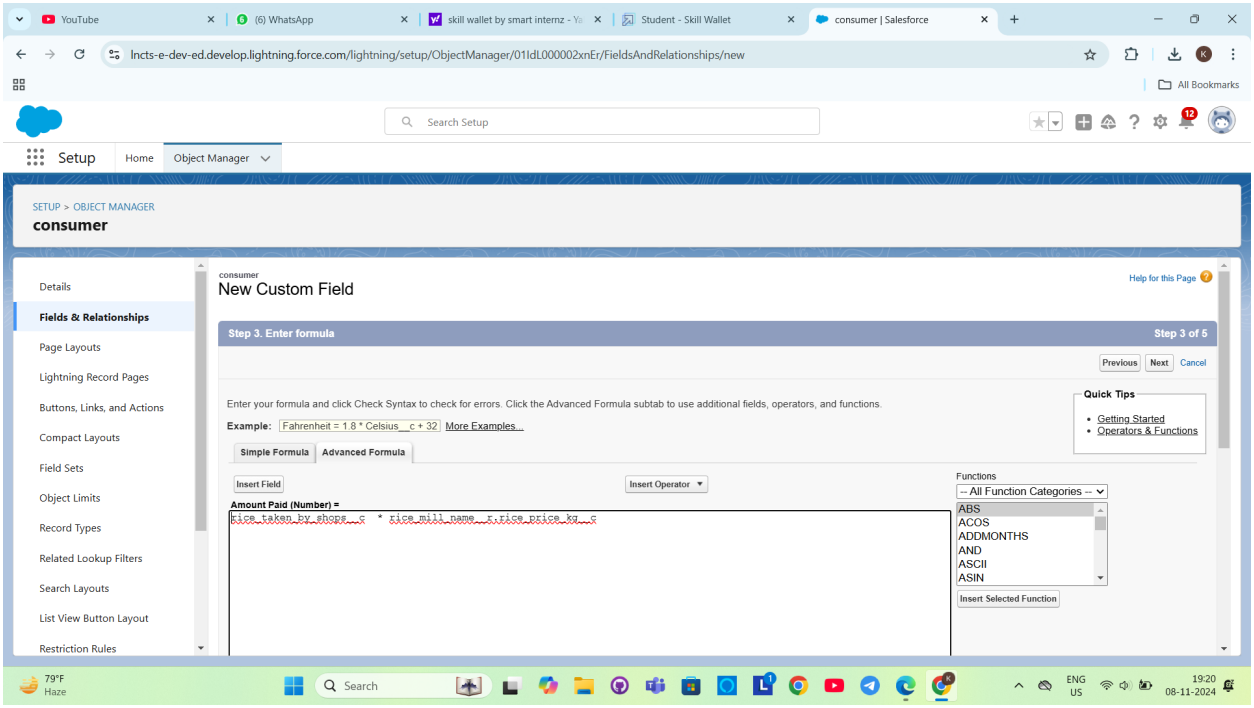
3. Select Data type as “Formula” and click Next.
4. Give Field Label and Field Name as “Amount Paid ” and select formula return type as “Number” and click next.




5. Insert fields formula should be :

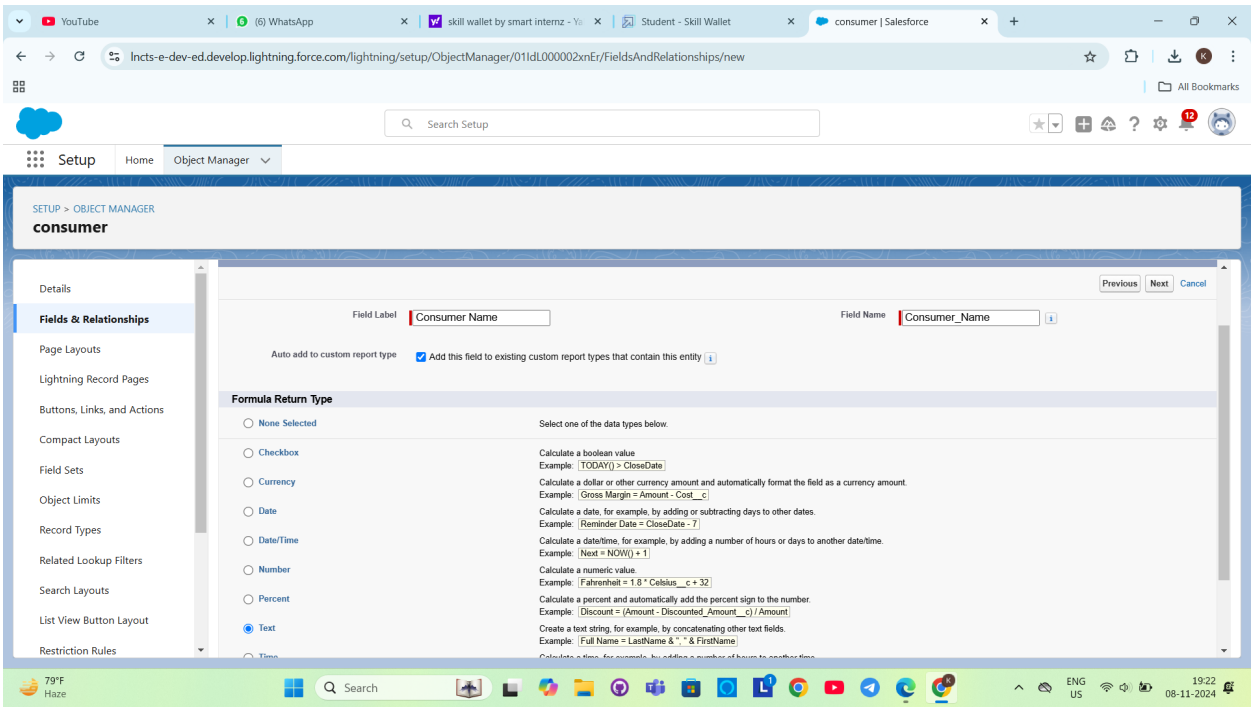
**rice_taken_by_shops__c * rice_mill_name__r.rice_price_kg__c**

6. Under Advanced Formula write down the formula and click “Check Syntax” and Save.

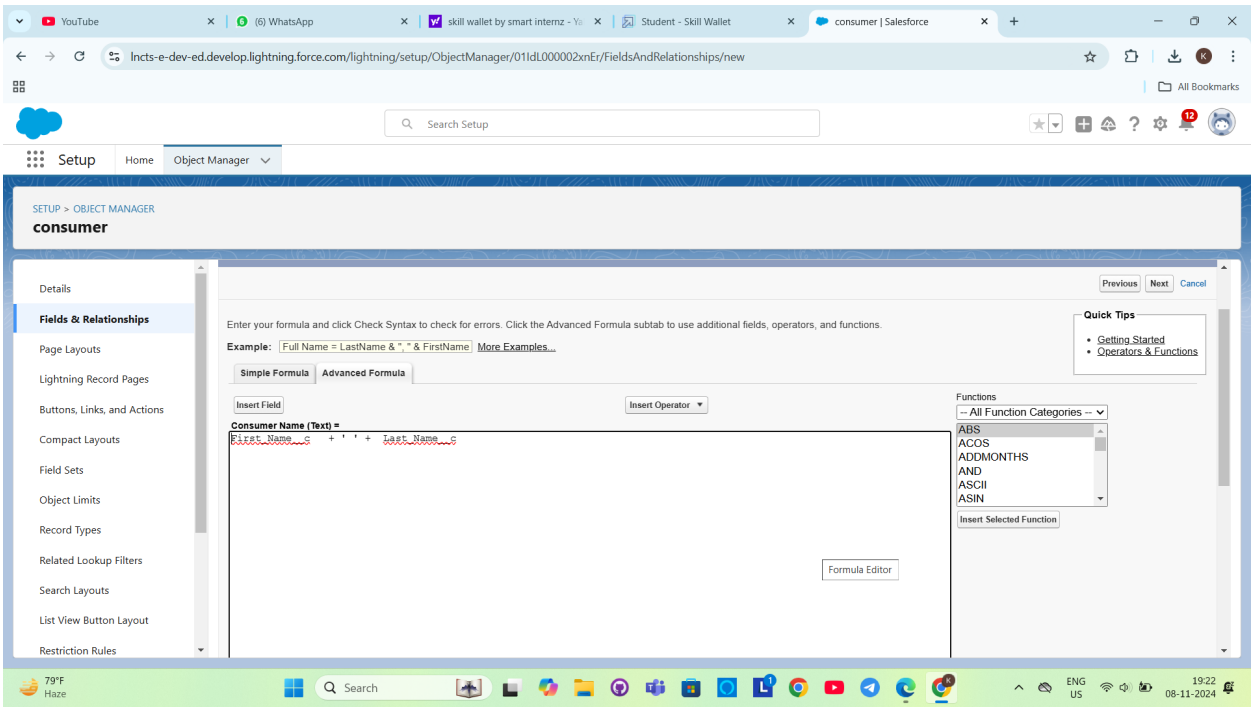


## Creating the Formula field in consumer Object

1. Go to setup >> click on Object Manager >> type object name(consumer) in search bar >> click on the object.
2. Click on fields & relationship >> click on New.
3. Select Data type as “Formula” and click Next.
4. Give Field Label and Field Name as “Consumer Name” and select formula return type as “TEXT” and click next.



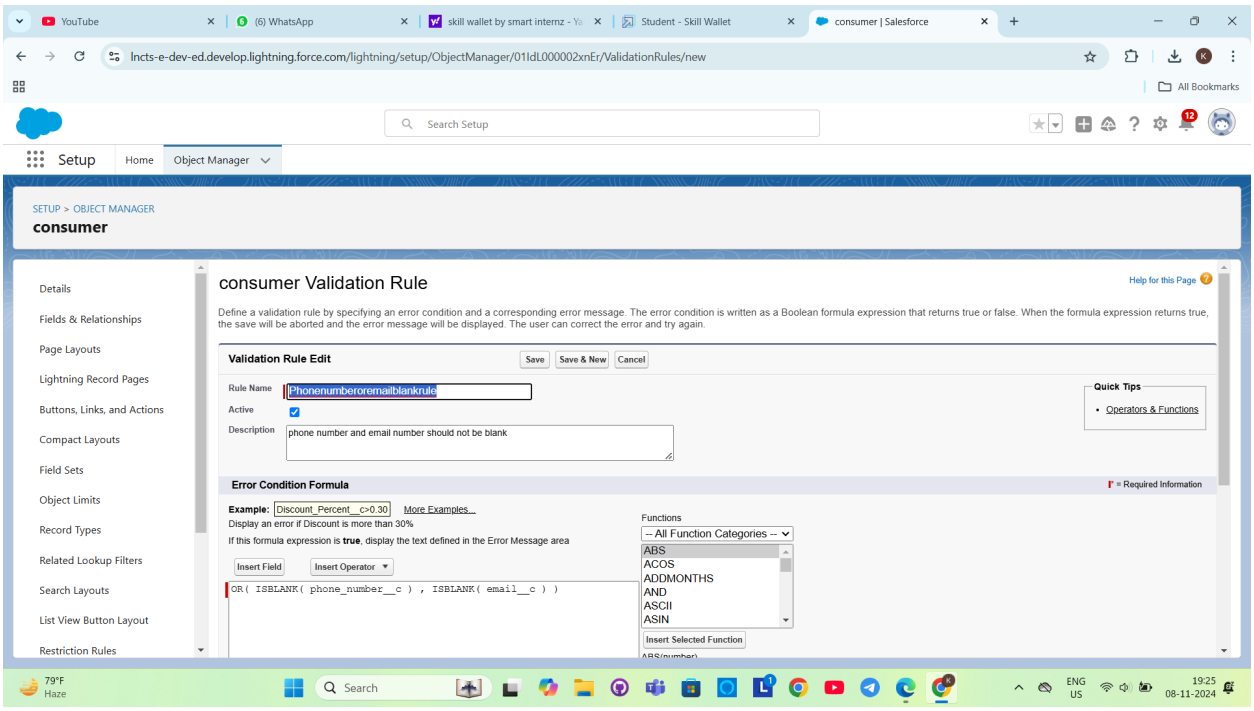

5. Insert field formula should be : First_Name__c + ' ' + Last_Name__c
6. Click“CheckSyntax”andSave.



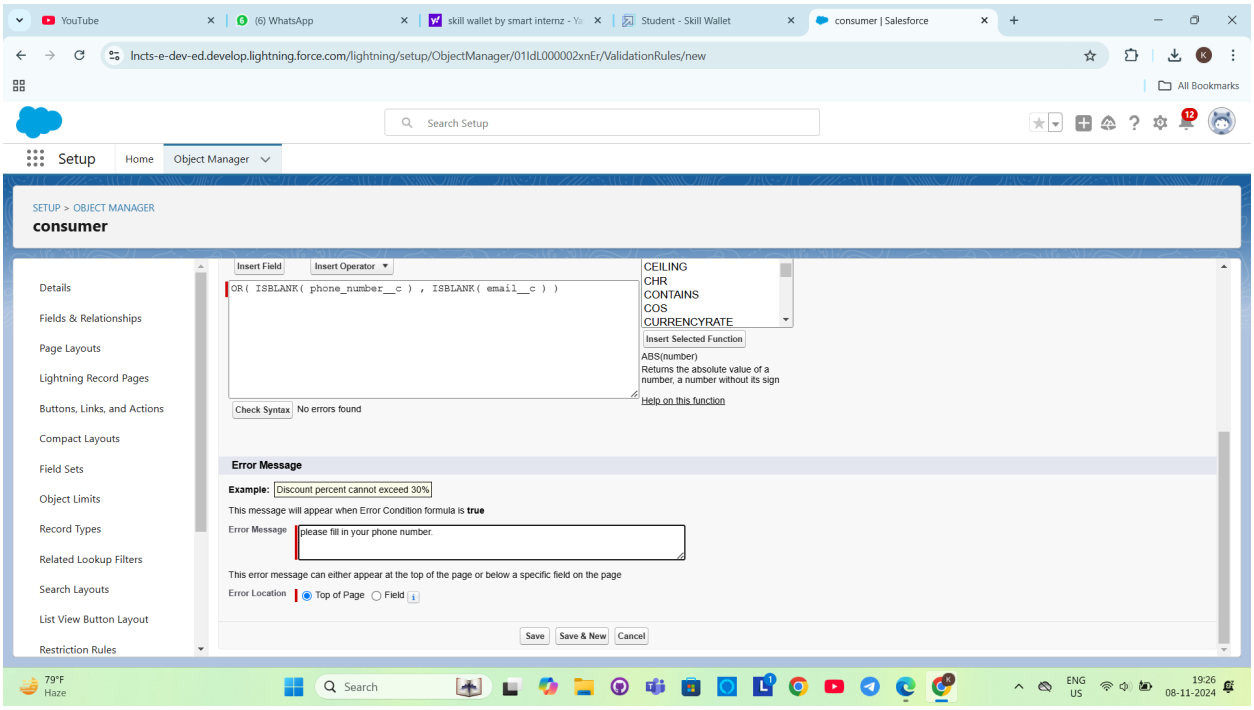

## ➢ Creating the validation rule

Creating the validation rule for phone number field in consumer object

1. Go to the setup page >>click on object manager >> From drop down click edit for consumer object.
2. Click on the validation rule >> click New.
3. Enter the Rule name as “Phonenumberoremailblankrule ”.
4. Enter the description as “phone number and email number should not be blank”.
5. Enter the formula as “OR( ISBLANK( phone_number__c ) , ISBLANK( email__c ) )” and check the syntax.



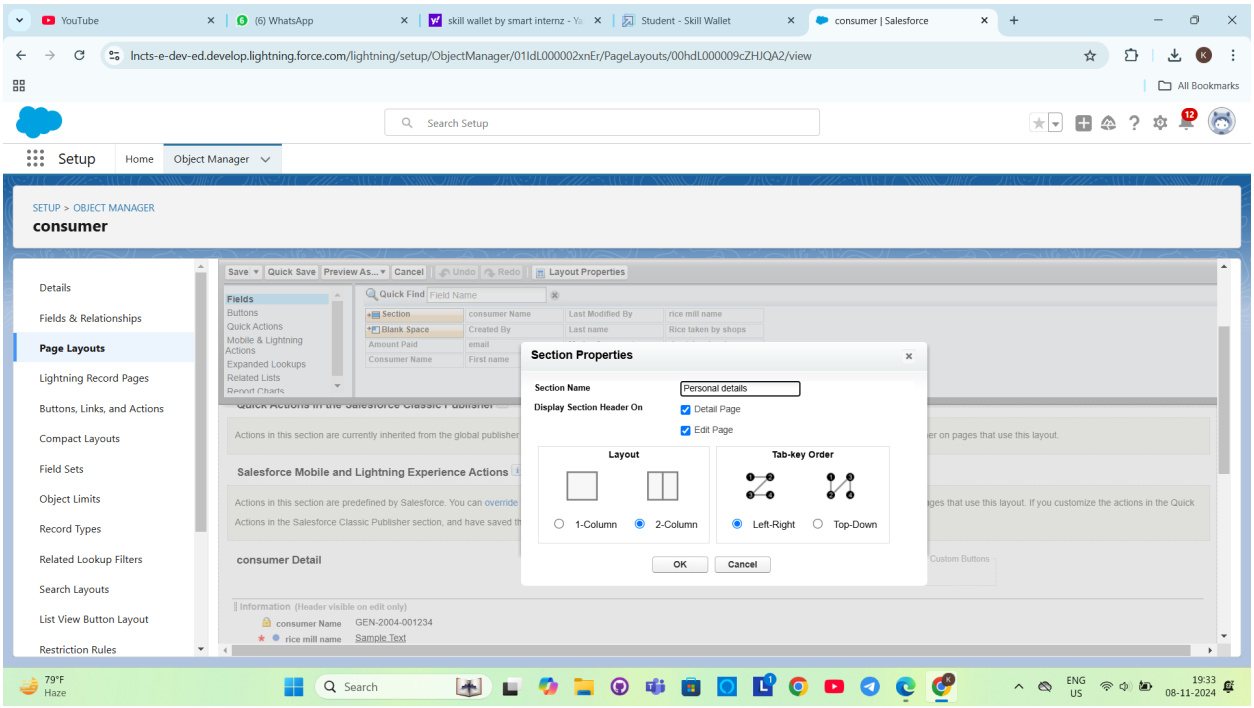

6. Under the error message write as”please fill in your phone number.”
7. Select error location “top of page”.
8. Save the validation rule.



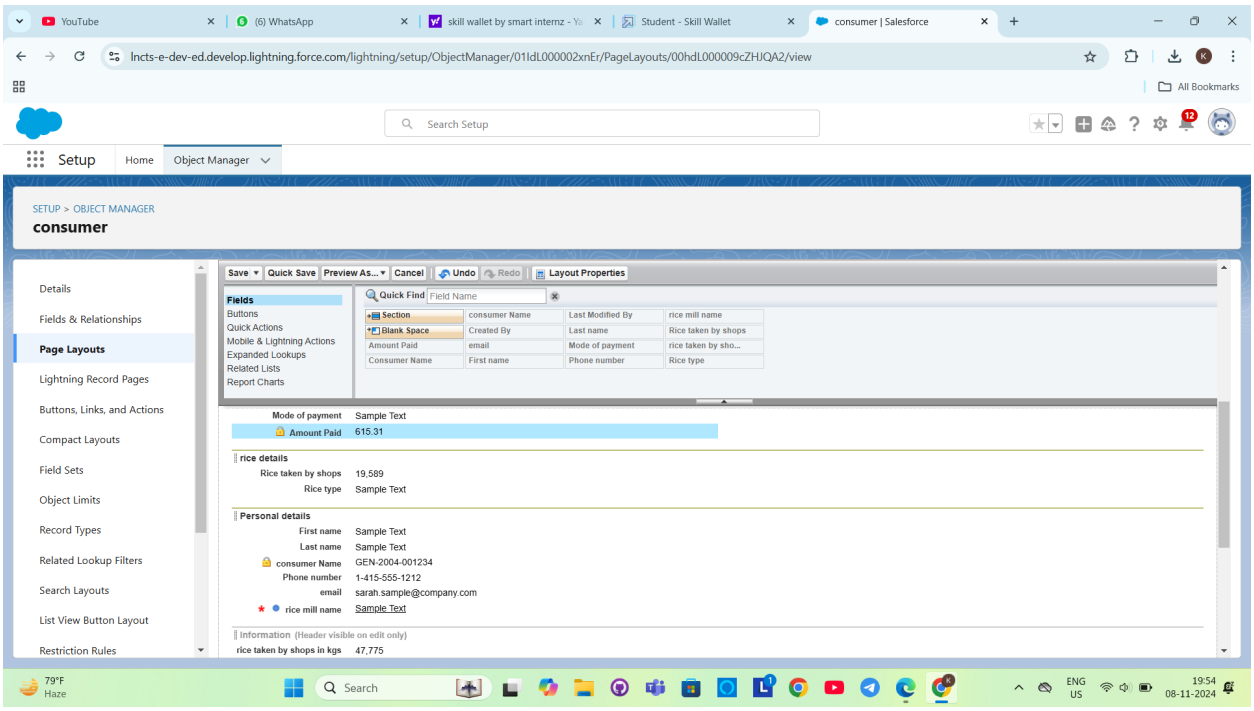

## ➢ Creating the Page layout To Create a Page layout:

1. Go to Setup >> Click on Object Manager >>Search for the object (consumer) >> From drop down select the object and click on it.

2. Click on Page layout >> Click on New.
3. Select the existing page layout, and give the page layout name as “consumer layout”, and click save.
4. Drag and drop the section field to consumer details and create the section.




5. Enter the section name as “Personal details”, - click Ok.
6. Now drag the fields to this section that mentioned , they are o First name , last name , consumer name , phone number, email, rice mill name.
7. Follow the same process for another two sections as shown above , they are
8. One section is “ rice details ” , drag the fields that are Rice taken by shop, rice type.




9. Another section is “Receipt details ”, and drag the fields that are Mode of payment , Amount paid.
10. Click Save.

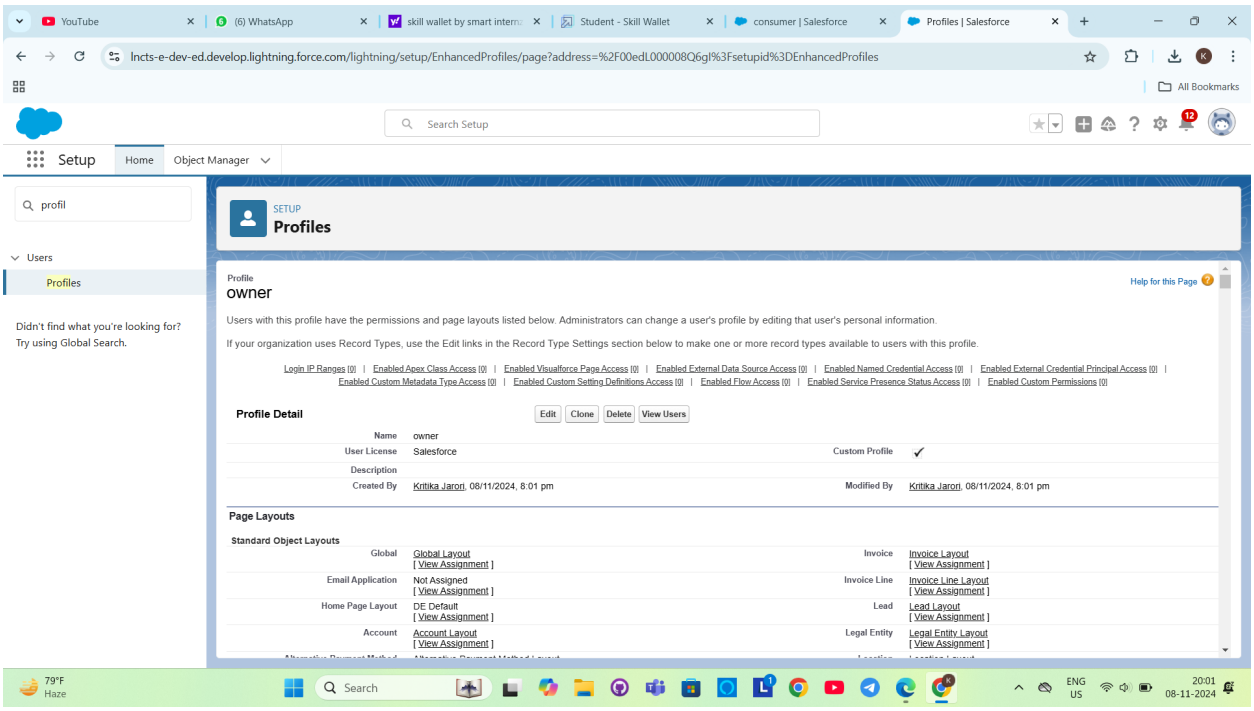
## ➢ **Create Profiles**.

A profile is a group/collection of settings and permissions that define what a user can do in salesforce. Profile controls “Object permissions, User permissions, Tab settings, App settings, Apex class access, Visualforce page access, Page layouts, Record Types, Login hours & Login IP ranges. You can define profiles by the user's job function. For example System Administrator, Developer, Sales Representative.

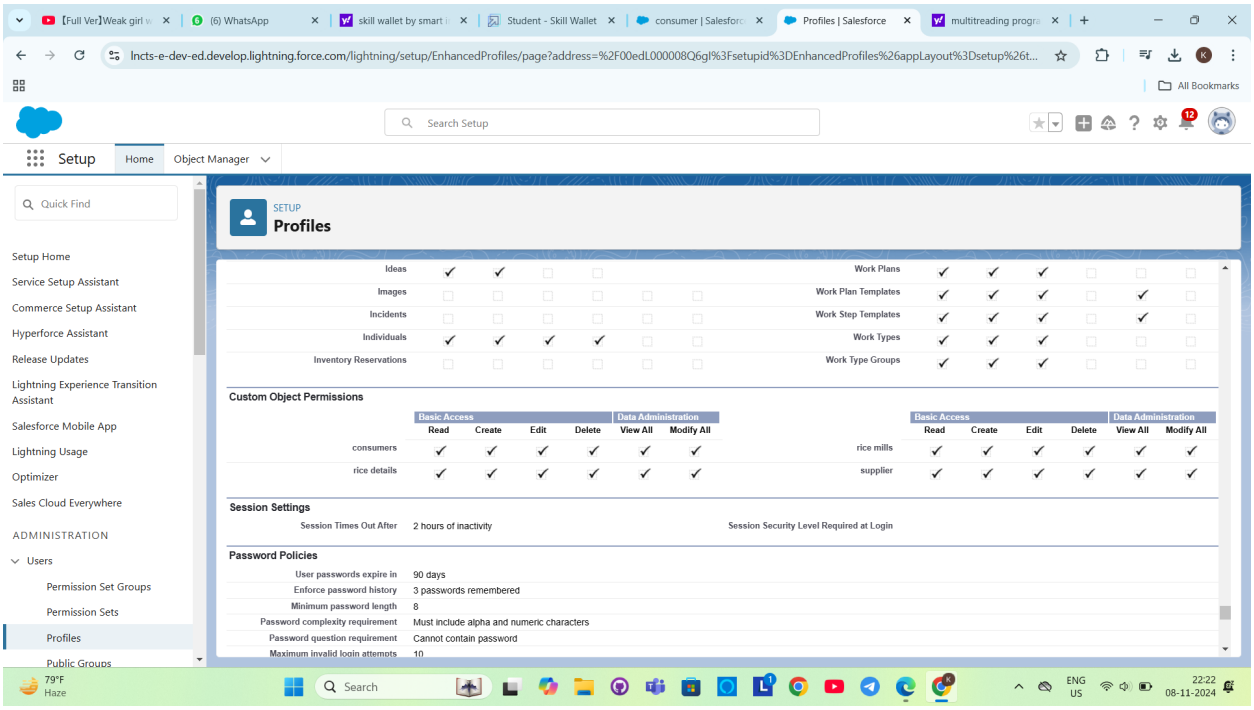
***To create a new profile***:

**Owner profile:**

1. Go to setup >> type profiles in quick find box >> click on profiles >> clone the desired profile (Standard User) >>enter profile name (owner) >> Save.




2. Scroll down to Custom Object Permissions and Give access permissions for consumers, rice details , rice mill and suppliers objects as mentioned in the below diagram.



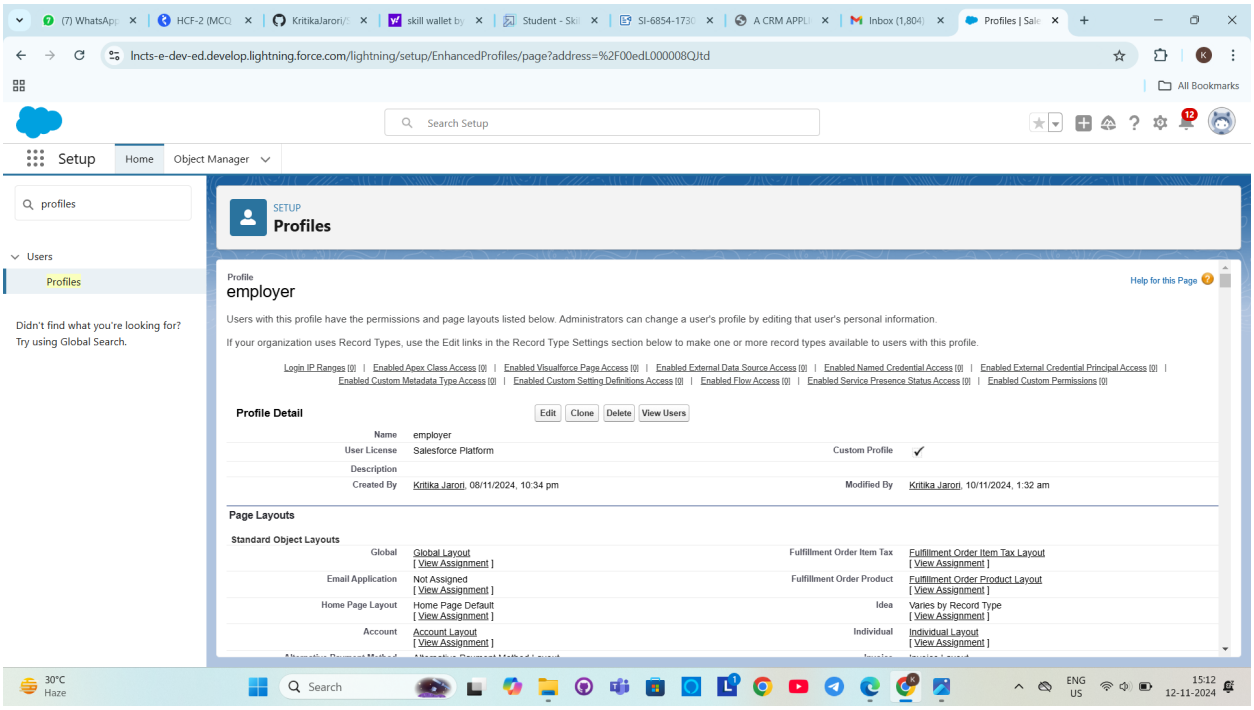

3. Give access and save it.

**Employer profile:**

1. Go to setup >> type profiles in quick find box >>click on profiles >> clone the desired profile (Standard Platform User) >> enter profile name (employer) >> Save.

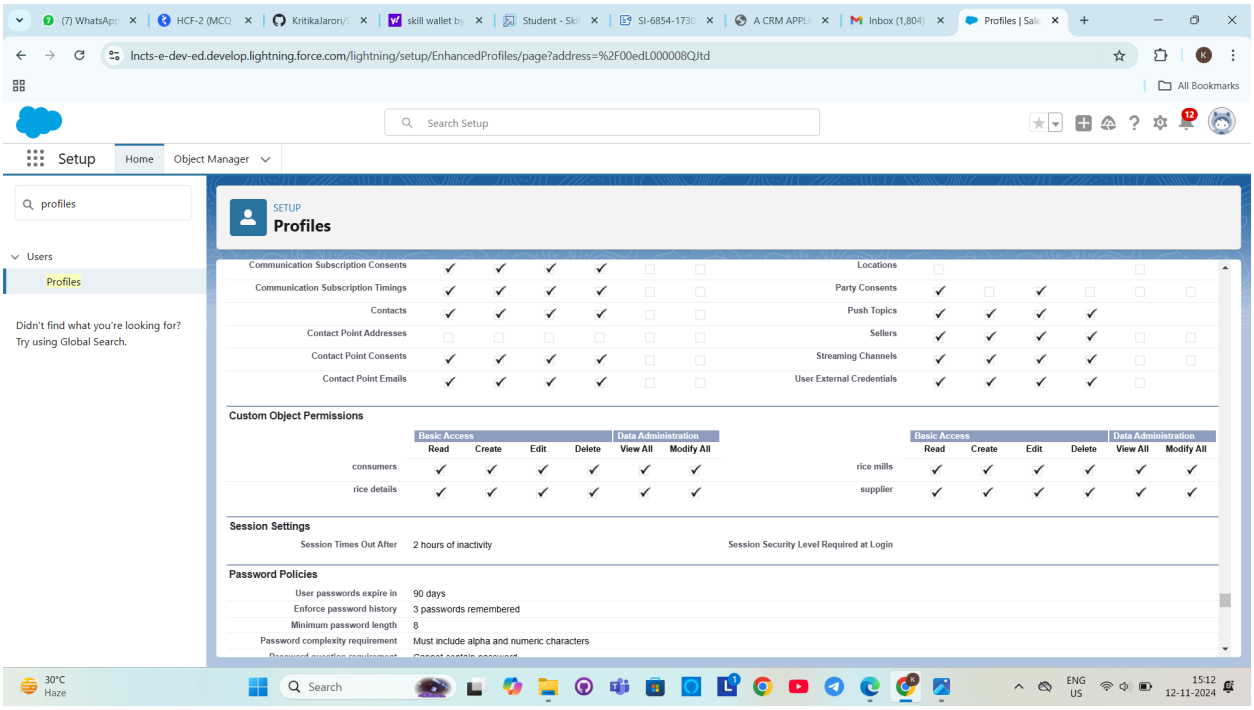
2. While still on the profile page, then click Edit.

3. Select the Custom App settings as default for the rice mill.



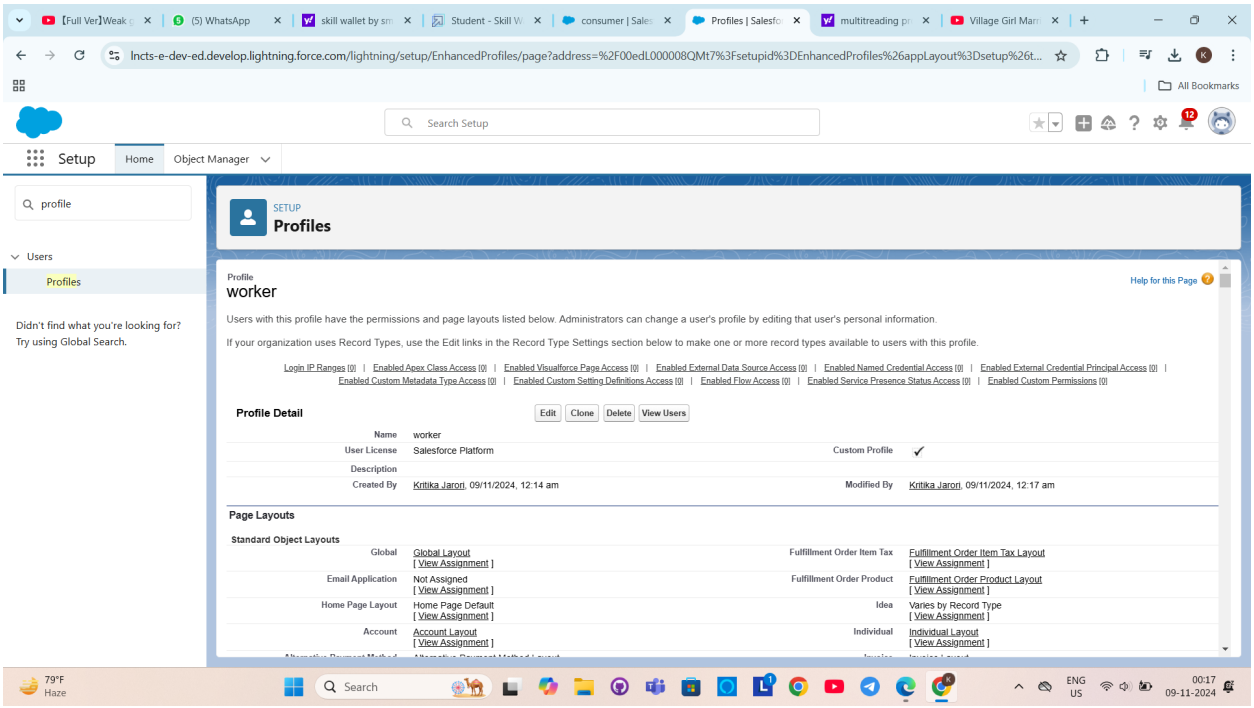

4. Scroll down to Custom Object Permissions and Give access permissions for consumer, rice details , rice mill and suppliers objects as mentioned in the below diagram.

5. Give access and save it.

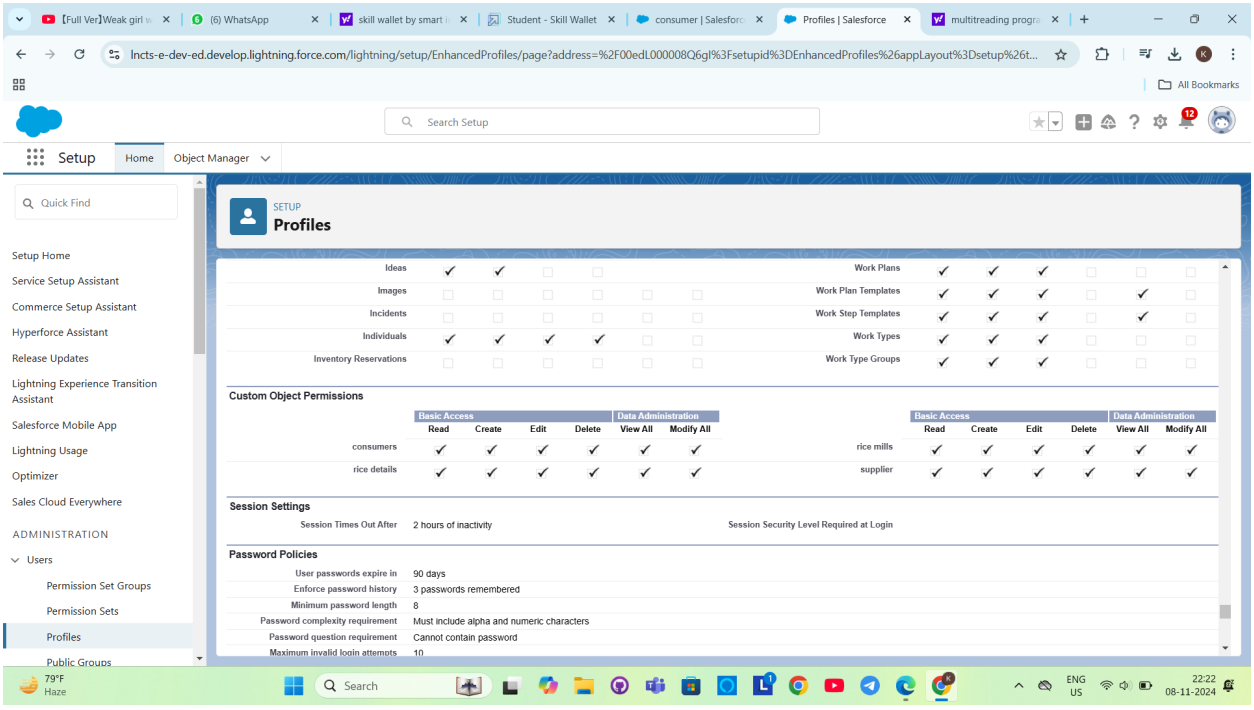



**Worker profile:**

1. Go to setup >> type profiles in quick find box >> click on profiles >> clone the desired profile (Standard Platform User) >> enter profile name (worker) >> Save.
2. While still on the profile page, then click Edit.
3. Select the Custom App settings as default for the rice mill.




4. Scroll down to Custom Object Permissions and Give access permissions for consumer, rice details , rice mill and suppliers objects as mentioned in the below diagram.
5. And click save.

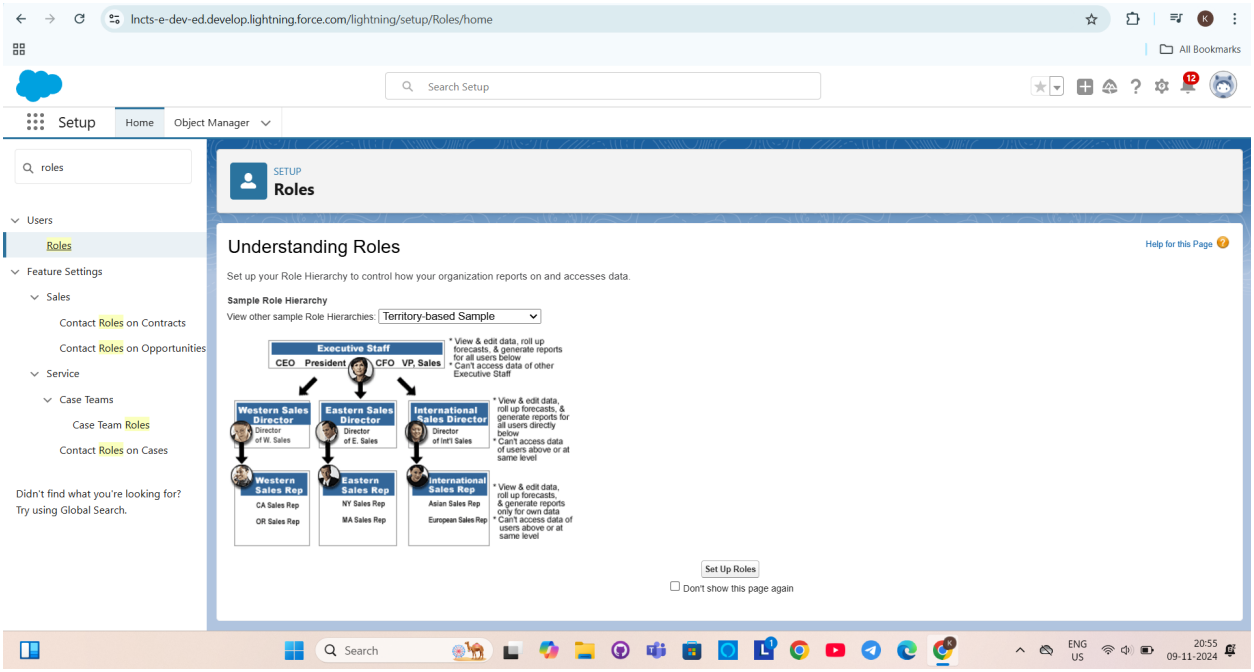


## ➢ Create Role & Role Hierarchy

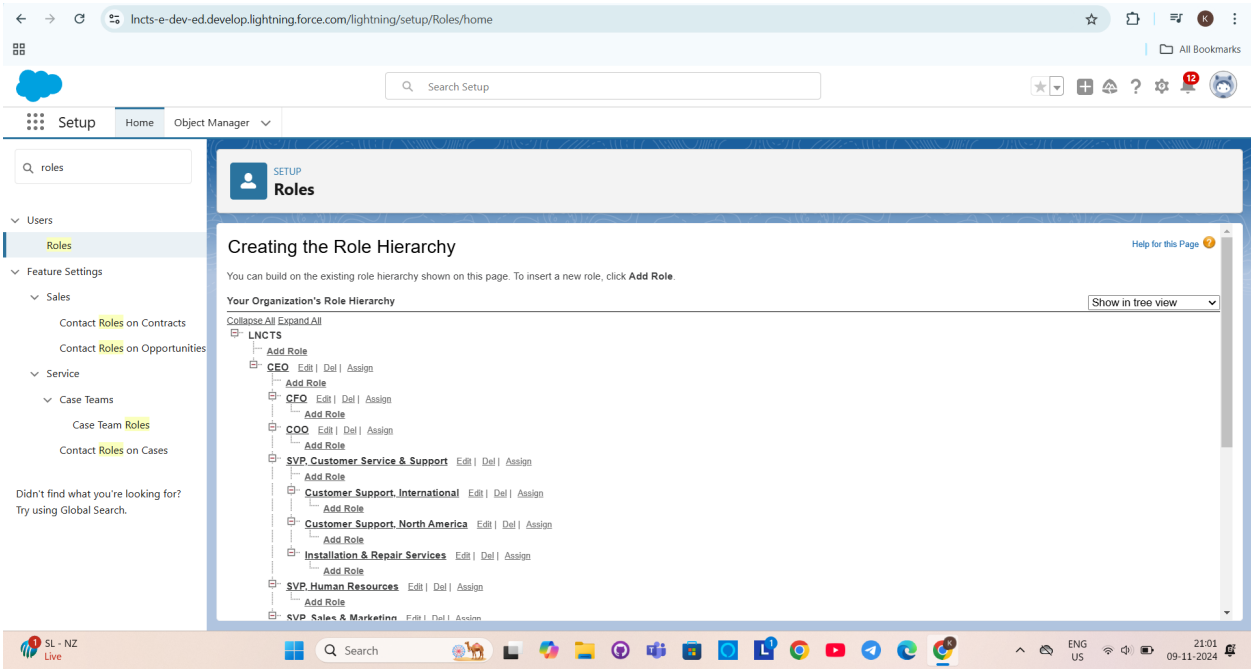
A role in Salesforce defines a user's visibility access at the record level. Roles may be used to specify the types of access that people in your Salesforce organization can have to data. Simply put, it describes what a user could see within the Salesforce organization.

Creating owner Role:

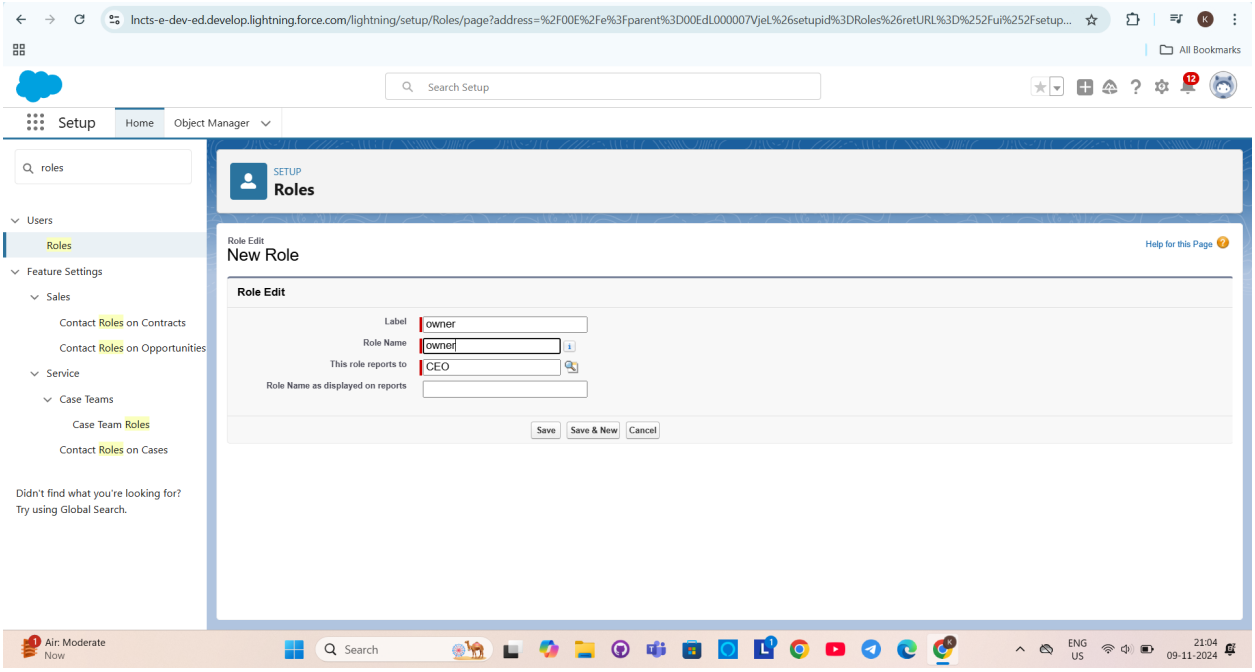
1. Go to quick find >> Search for Roles >> click on set up roles.




2. Click on Expand All and click on add role under whom this role works.

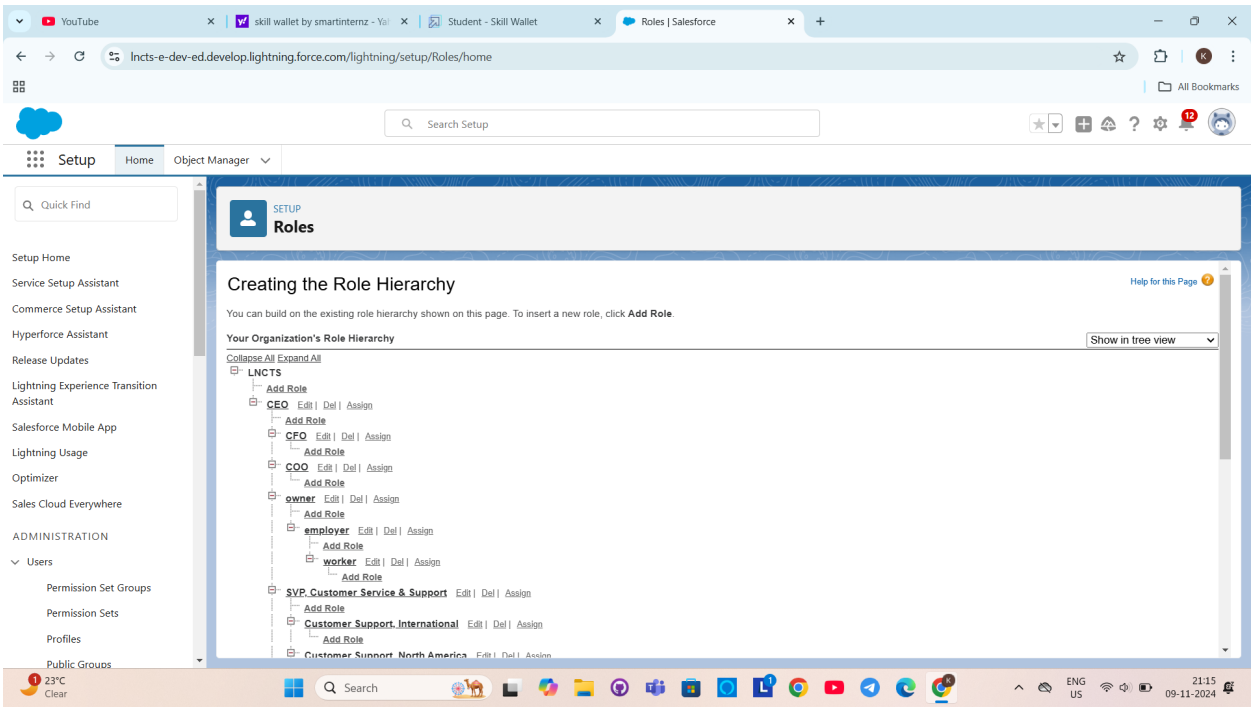


3. Give Label as “owner” and Role name gets auto populated. Then click on Save.




Creating another two roles under manager

1. Go to quick find >>Search for Roles >>click on set up roles.
2. Click plus on CEO role, and click add role under owner.
3. Give Label as “employer” and Role name gets auto populated. Then click on Save.
4. Repeat the same steps, for another role.
5. Click plus on CEO role, and click plus on owner, and click add role under employer. give Label as “worker” and Role name gets auto populated. Then click on Save.

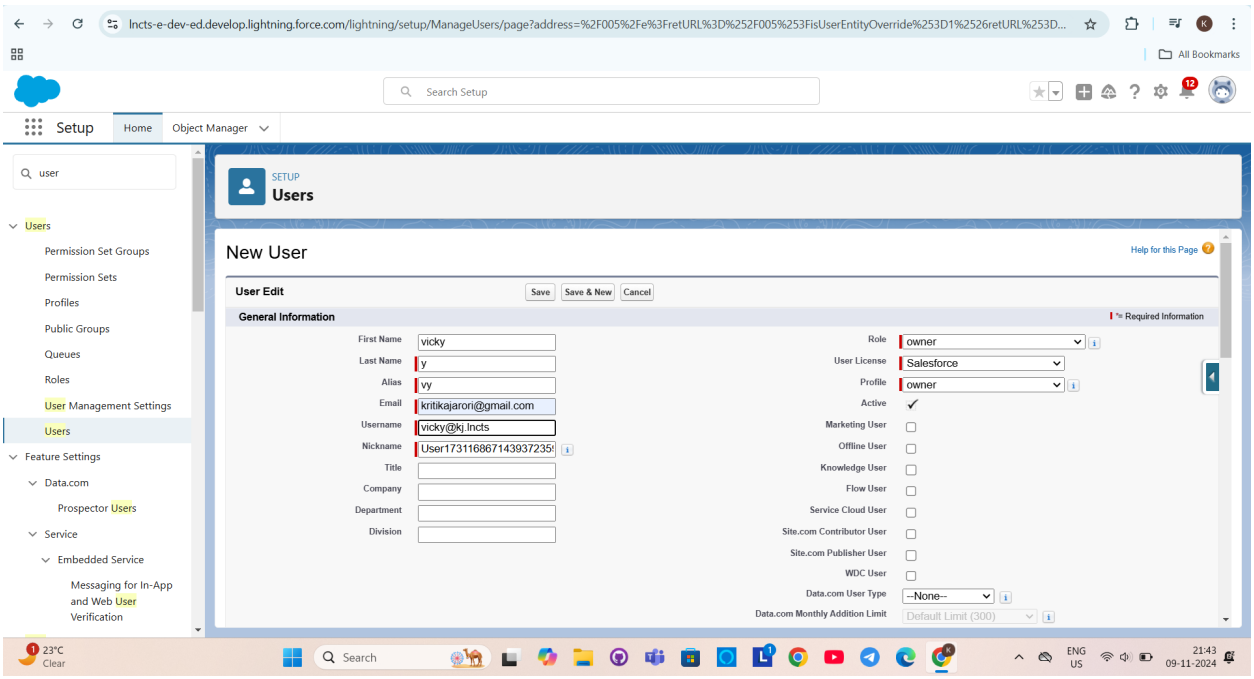



## ➢ Creating Users

A user is anyone who logs in to Salesforce. Users are employees at your company, such as sales reps, managers, and IT specialists, who need access to the company's records. Every user in Salesforce has a user account. The user account identifies the user, and the user account settings determine what features and records the user can access.

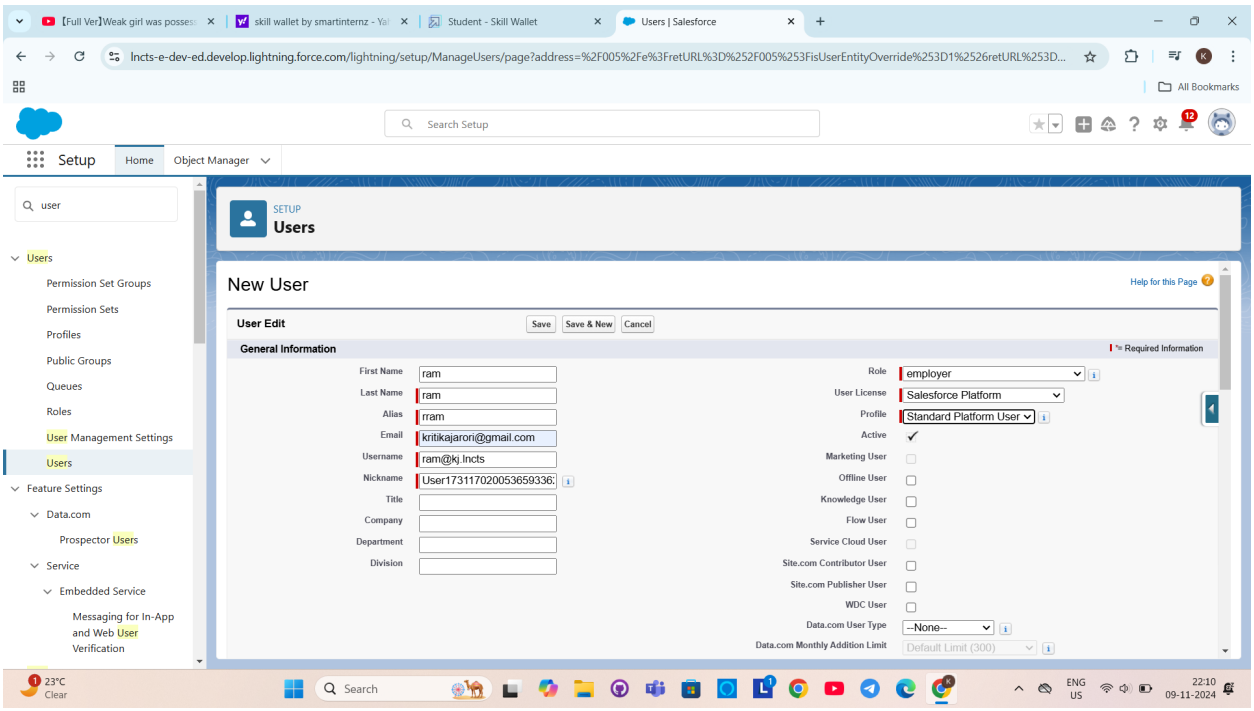
**Create User**

1. Go to setup >> type users in quick find box >> select users >> click New user.
2. Fill in the fields
3. First Name : vicky
4. Last Name : y
5. Alias : Give a Alias Name
6. Email id : Give your Personal Email id
7. Username : Username should be in this form: text@text.text
8. Nick Name : Give a Nickname
9. Role : owner
10. User license : Salesforce
11. Profille:owner
12. Save it.



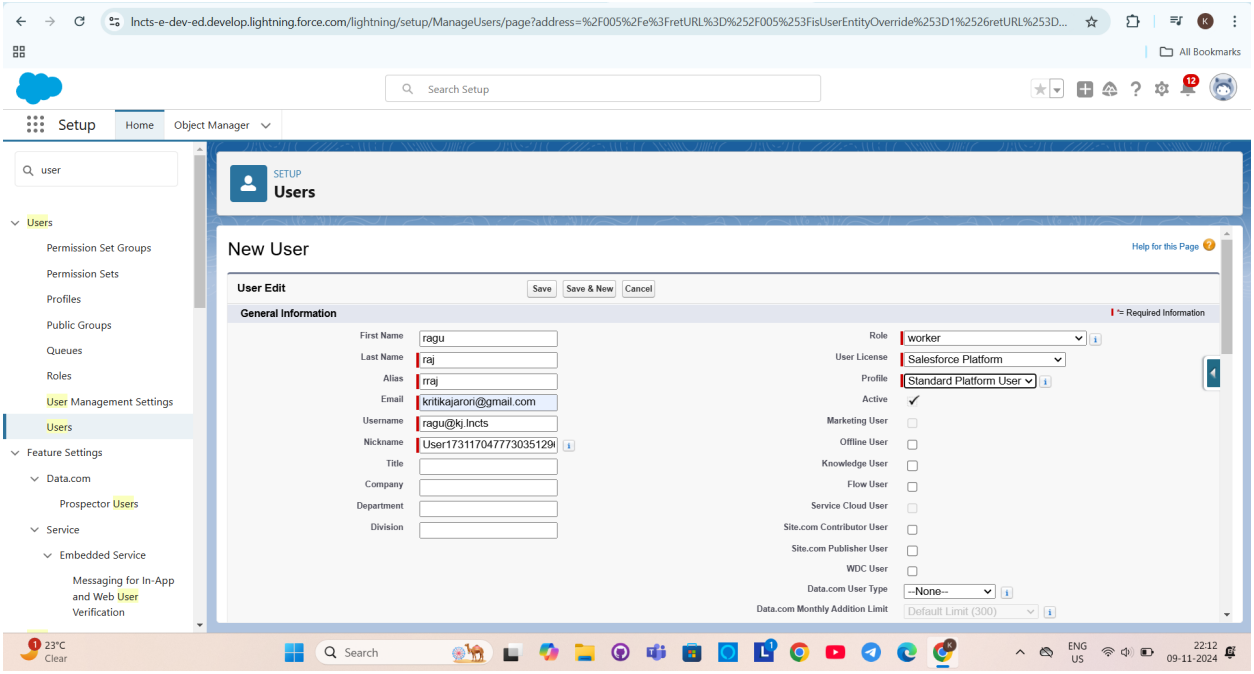

**Creating another user**

1. Go to setup, type users in quick find box -> select users -> click New user.
2. Fill in the fields
3. First Name : ram
4. Last Name : ram
5. Alias : Give a Alias Name
6. Email id : Give your Personal Email id
7. Username : Username should be in this form: text@text.text
8. Nick Name : Give a Nickname
9. Role : employer
10. User license : Salesforce platform
11. Profiles : standard platform user.



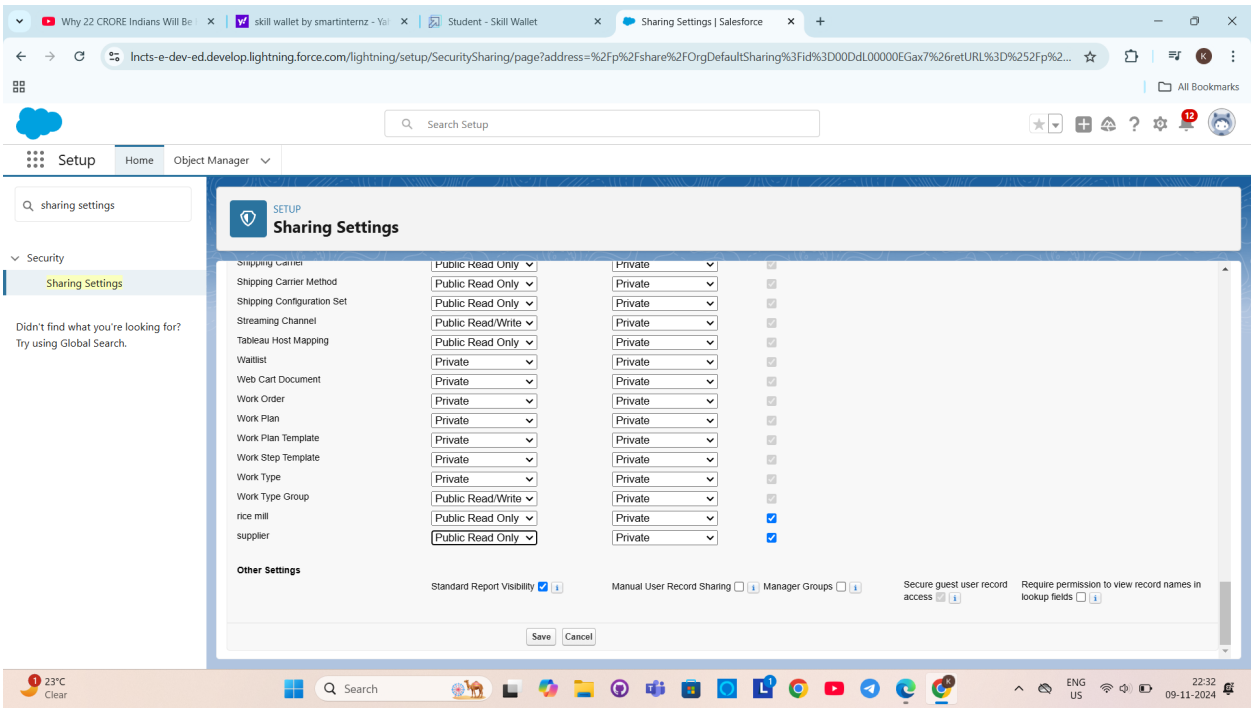

**Create Another User**

1. Go to setup -> type users in quick find box -> select users -> click New user.
2. Fill in the fields
3. First Name: ragu
4. Last Name: raj
5. Alias: Give a Alias Name
6. Email id: Give your Personal Email id
7. Username: Username should be in this form: text@text.text
8. Nick Name: Give a Nickname
9. Role: worker
10. User license: Salesforce platform
11. Profiles: standard platform user.




## ➢ Creating OWD setting.

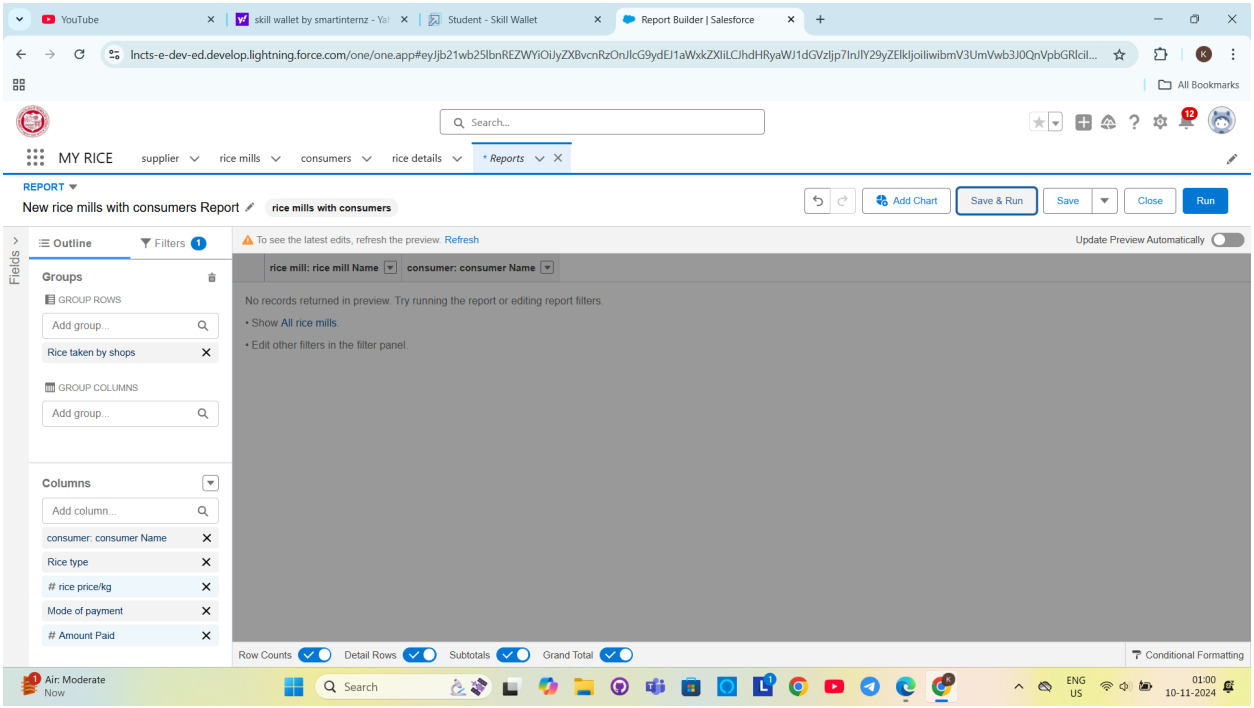
1. Go to setup >> type “sharing settings ” in quick search >> Click edit.
2. Scroll down, change the default internal access to “ public read-only” for rice mill and supplier object.



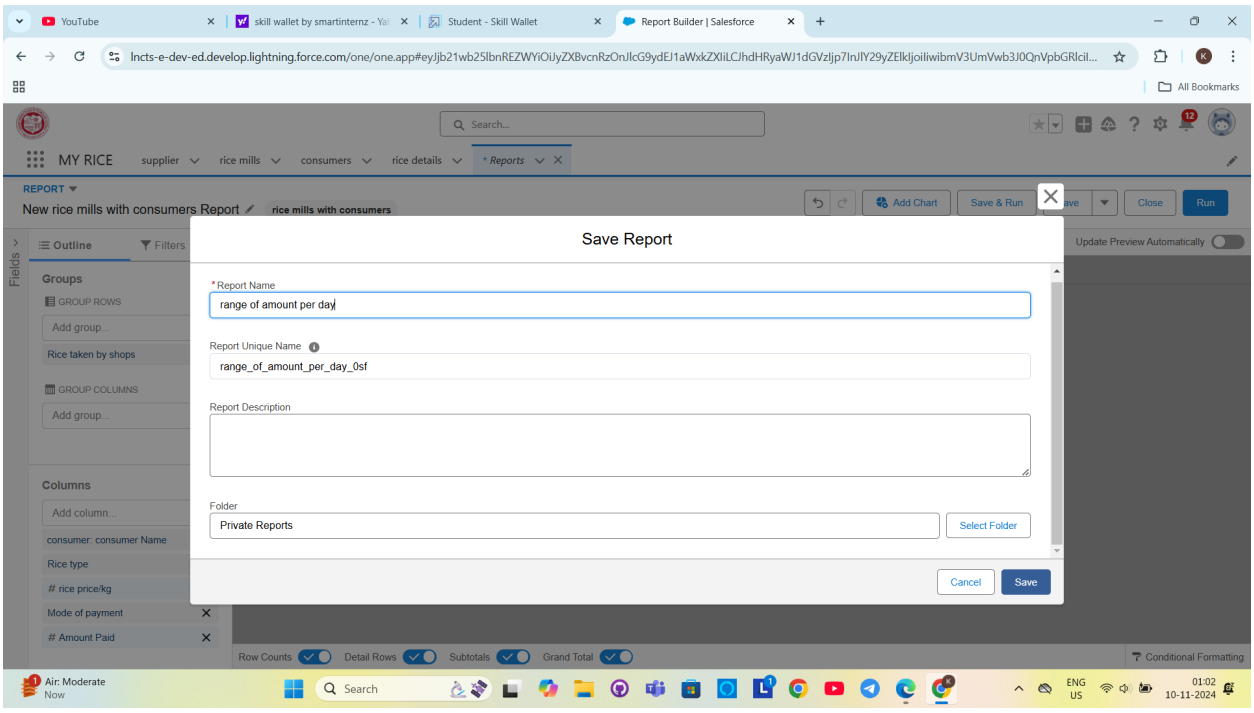

3. Click save.

## ➢ Create Report

1. Go to the app >>click on the reports tab
2. Click New Report.
3. select for report type, search for “rice mill with consumers” click on it. And click on start report.
4. Their outline pane is opened already, select the fields that are mentioned below in the column section
   - o Consumer name
   - o Mode of payment.
   - o Amount paid
   - o Rice price/kg.
5. Remove unnecessary fields.
6. Select the fields that are mentioned below in the GROUP ROWS section
   - o Rice taken by shops.

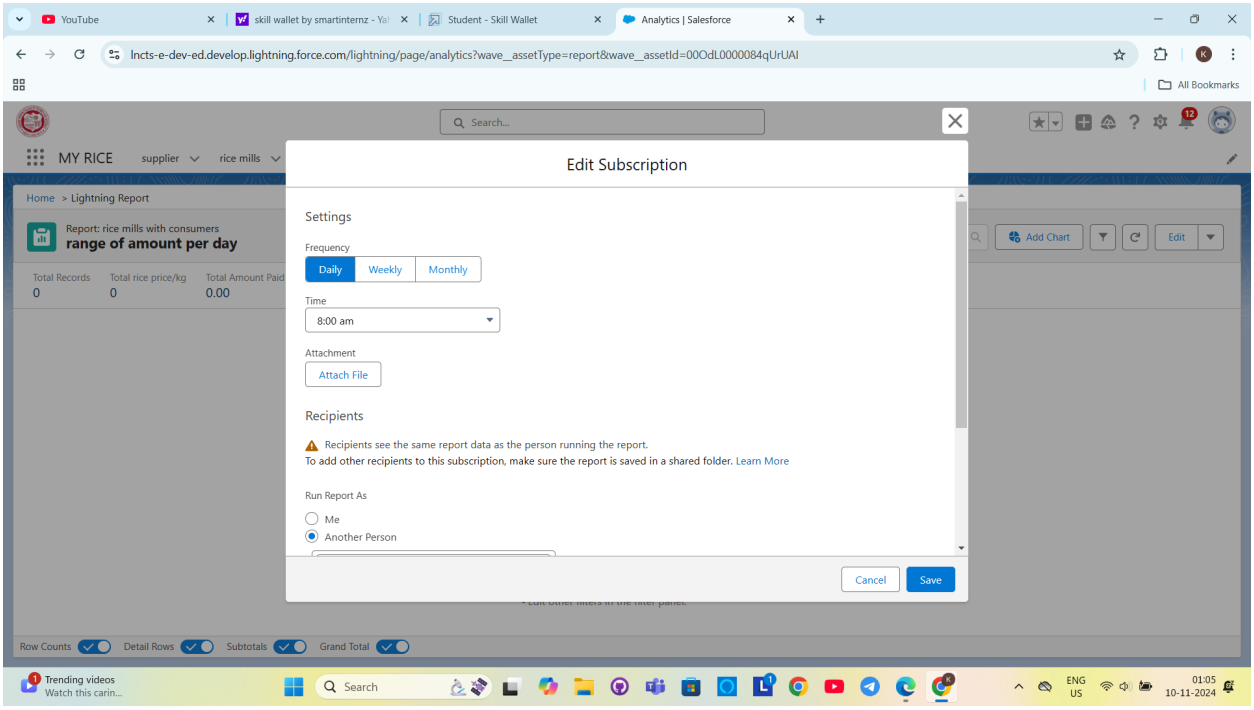



7. Click save and run and save the report as “range of amount per day”.and save it.



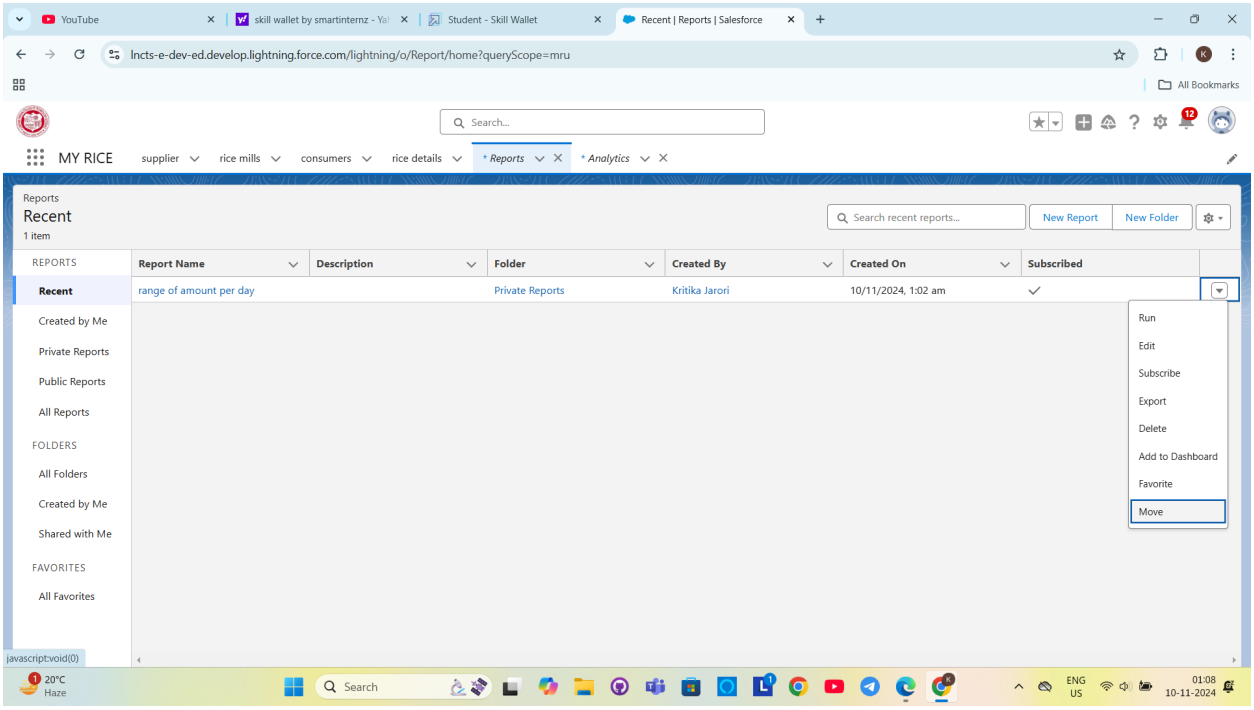

**Sharing report to owner**

1. Click edit drop down and select subscribe option
2. Follow as per below image.
3. After selecting the run report as a “another person” select your personal account or whom you want to send that mail to.
4. Click save.



**Create a report folder**

1. Click on the app launcher and search for reports.
2. Double click on the report, “ reports tab” will be auto populated in the navigation bar.
3. Click on the report tab, click on the new folder.
4. Give the Folder label as “estimated rice per day ”, Folder unique name will be auto populate.
5. Click save.



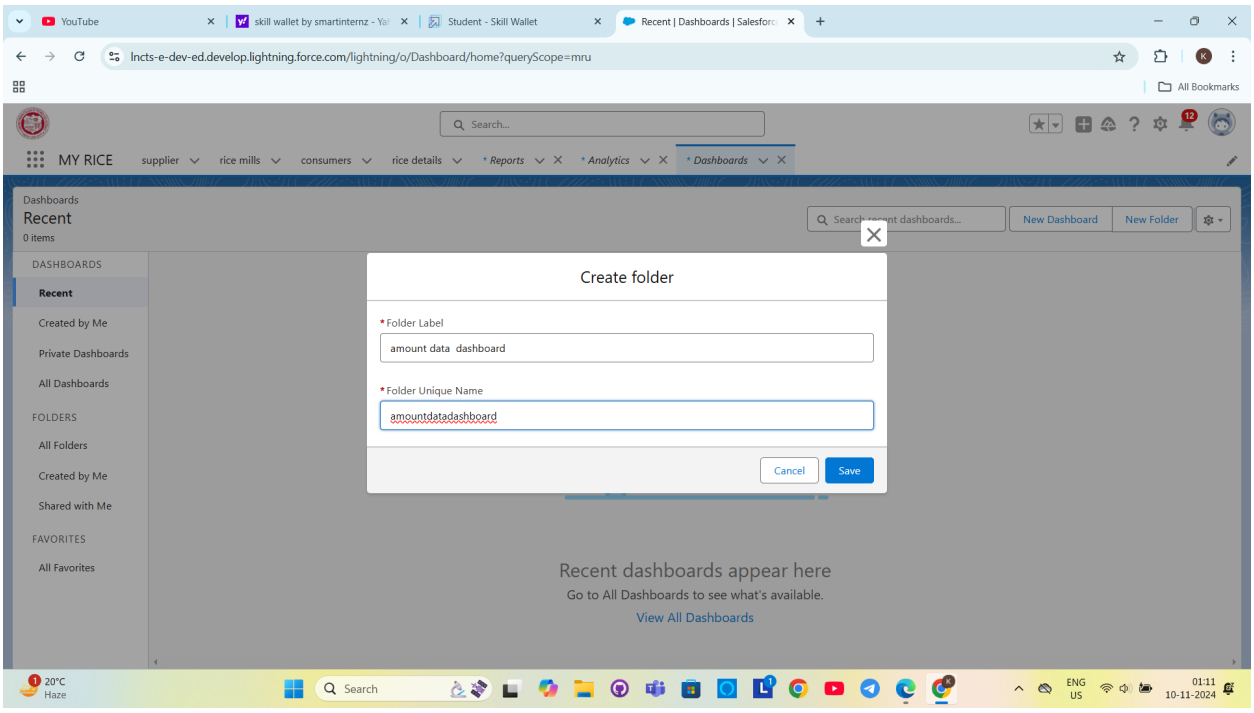

6. navigate to app launcher and click reports on that.
7. click all reports.
8. Select the range of amount per day drop down in that click move.
9. Select estimated rice per day folder and select folder.

## ➢ Dashboards

Dashboards help you visually understand changing business conditions so you can make decisions based on the real-time data you’ve gathered with reports. Use dashboards to help users identify trends, sort out quantities, and measure the impact of their activities. Before building, reading, and sharing dashboards, review these dashboard basics.

**Create Dashboard Folder**

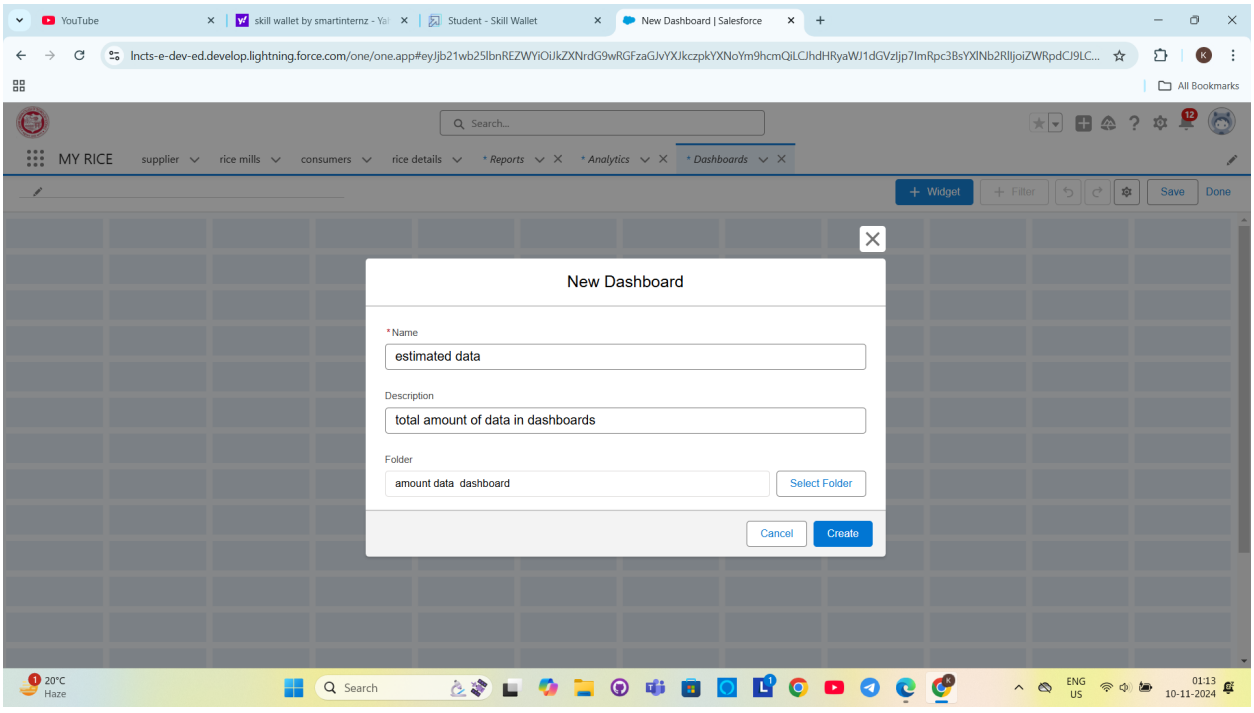
1. Click on the app launcher and search for the dashboard.
2. Click on the dashboard tab.
3. Click the new folder, give the folder label as “ amount data dashboard”.
4. Folder unique names will be auto populated.




5. Click create.

**Create Dashboard**

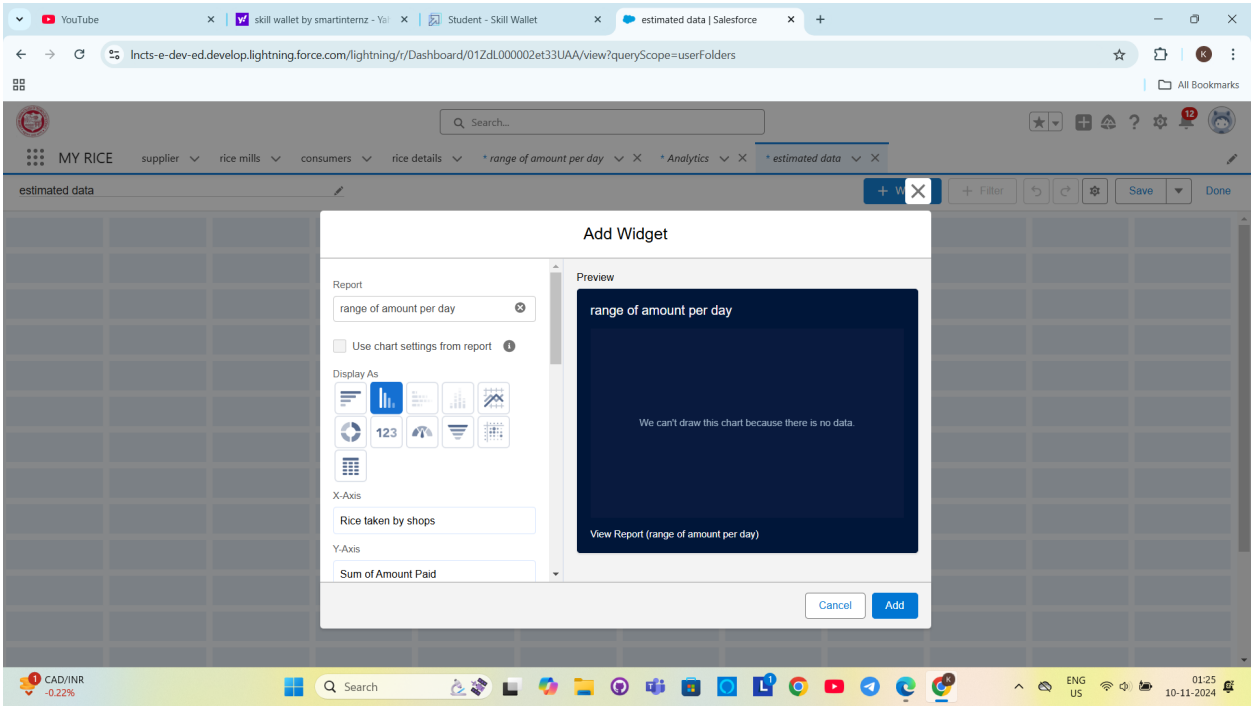
1. Go to the app >> click on the Dashboards tabs.
2. Give a Name and select the folder that was created, and click on create.




3. Select add component.
4. Select a Report and click on select.

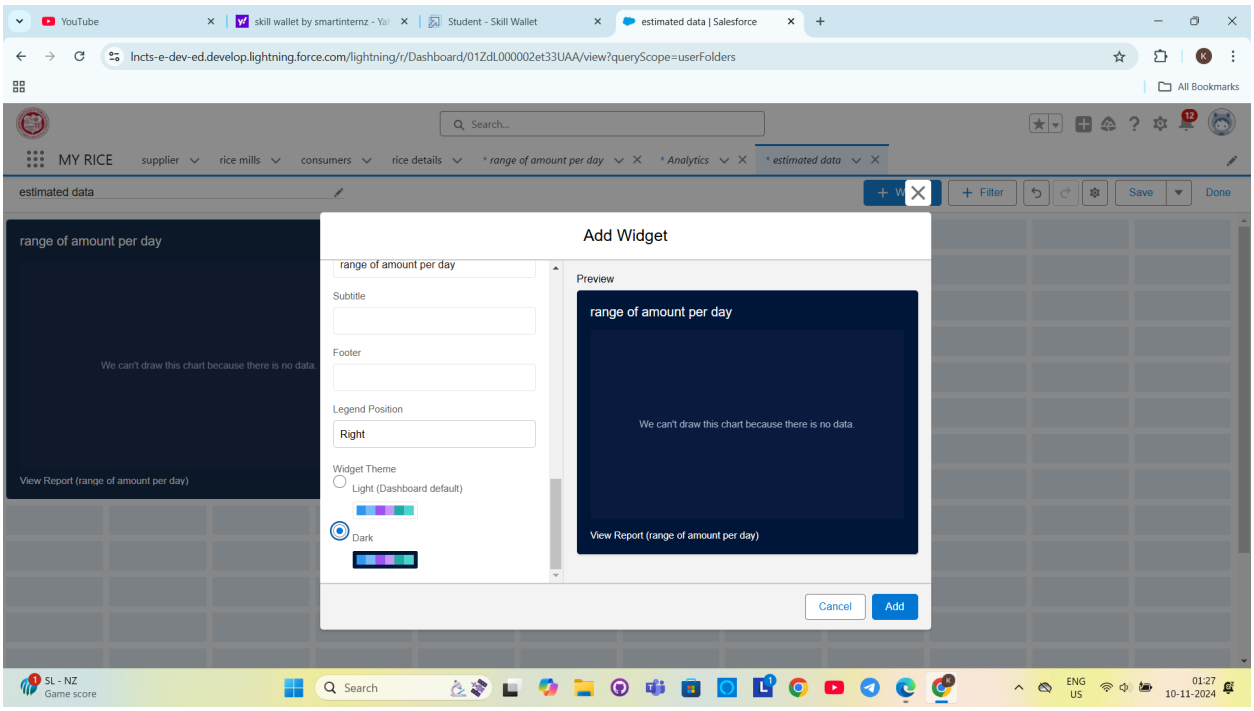
5. To add charts ,select any one of the on as:

- Display as>> vertical bar chart
- X-axis >> rice taken by shops
- Y-axis >> sum of amount
- Y-axis range >> automatic
- Sort by >> rice taken by shops
- Component theme >> dark.
- Add the component.




Again select add component with above same steps

- display as donut chart
- sort by >> sum of amount
- title>>range of amount per day
- component theme dark
- Click add.
- Click save and done.




## ➢ APEX

Apex is a strongly typed, object-oriented programming language that allows developers to execute flow and transaction control statements on the Lightning platform server in conjunction with calls to the Lightning Platform? API. Using syntax that looks like Java and acts like database stored procedures, Apex enables developers to add business logic to most system events, including button clicks, related record updates, and Visualforce pages. Apex code can be initiated by Web service requests and from triggers on objects. It is as similar as java i.e, it also supports OOP( Object oriented programming) like Classes, objects, methods.

**Creating Classes** : Apex classes are modeled on their counterparts in Java. You'll define, instantiate, and extend classes, and you'll work with interfaces, Apex class versions, properties, and other related class concepts.

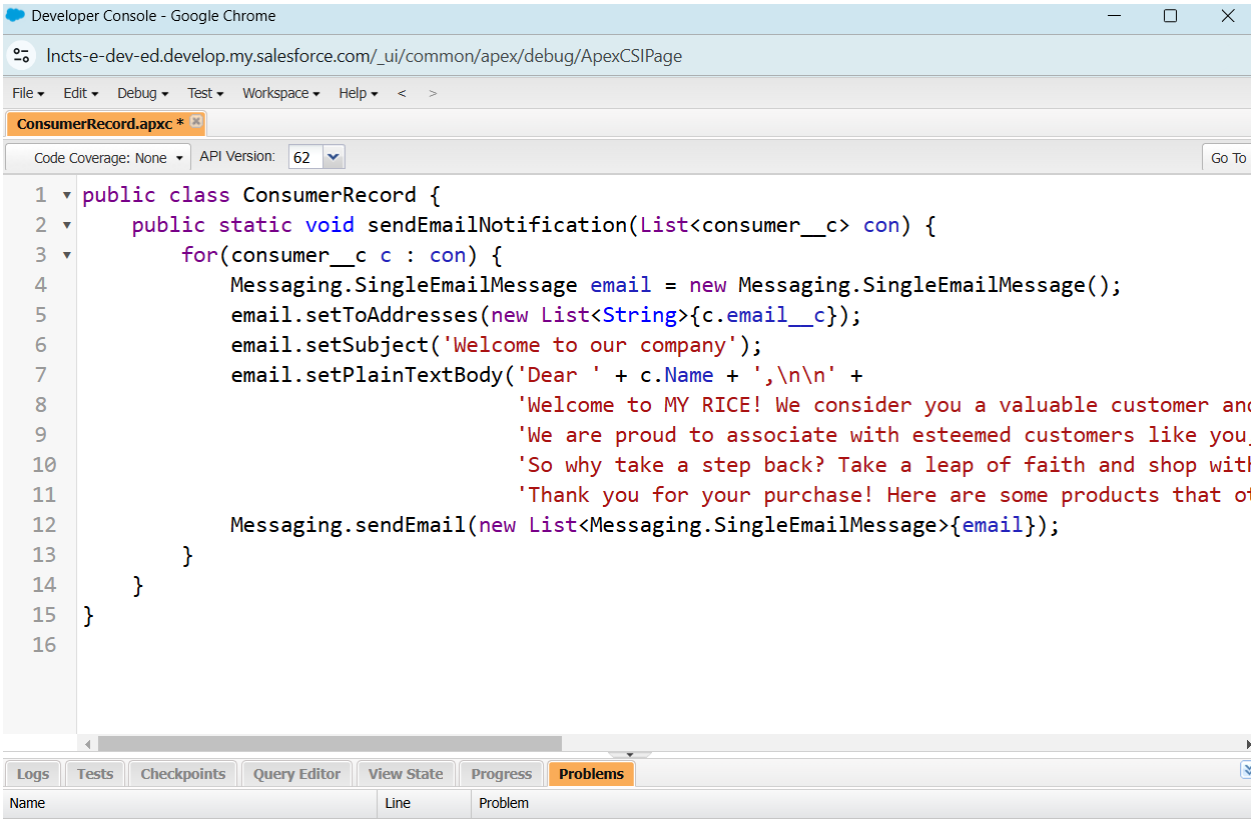
• Class:As in Java, you can create classes in Apex. A class is a template or blueprint from which objects are created. An object is an instance of a class.

• Object:Object is an instance of a class, where it can access all the properties that are present in a class i.e, variables and methods.

**Creating an Apex Class(ConsumerRecord)**

1. Login to the Salesforce account and navigate to the gear account in the top right corner.
2. Then we can see the Developer console. Click on the developer console and you will navigate to a new console window.
3. Then you can see many tools in the Toolbar of the new console window. Click on File, New and Apex Class.

4. Enter the name of the class(ConsumerRecord) to create a new class file.




**Code Snippet:**

public class ConsumerRecord {

public static void sendEmailNotification(List consumers) {

List emailsToSend = new List();

for (consumer__c consumer : consumers) {

Messaging.SingleEmailMessage email = new Messaging.SingleEmailMessage();

email.setToAddresses(new List{consumer.email__c});

email.setSubject('Welcome to Our Company');

```
String body = 'Dear ' + consumer.Name + ',\n\n' + 'Welcome to MY RICE! You are a valued customer to us. Please continue your journey with us as we strive to provide you with quality resources.\n\n' + 'We are proud to associate with customers like you and look forward to collaborating with you by offering exciting discounts and product offers.\n\n' + 'So why take a step back? Take a leap of faith and shop with us more as we provide valuable products and offers!\n\n' + 'Thank you for your support!\n\n' + 'Here are some of the products that other customers have enjoyed:\n\n';

email.setPlainTextBody(body);

emailsToSend.add(email);

}
}
}
```

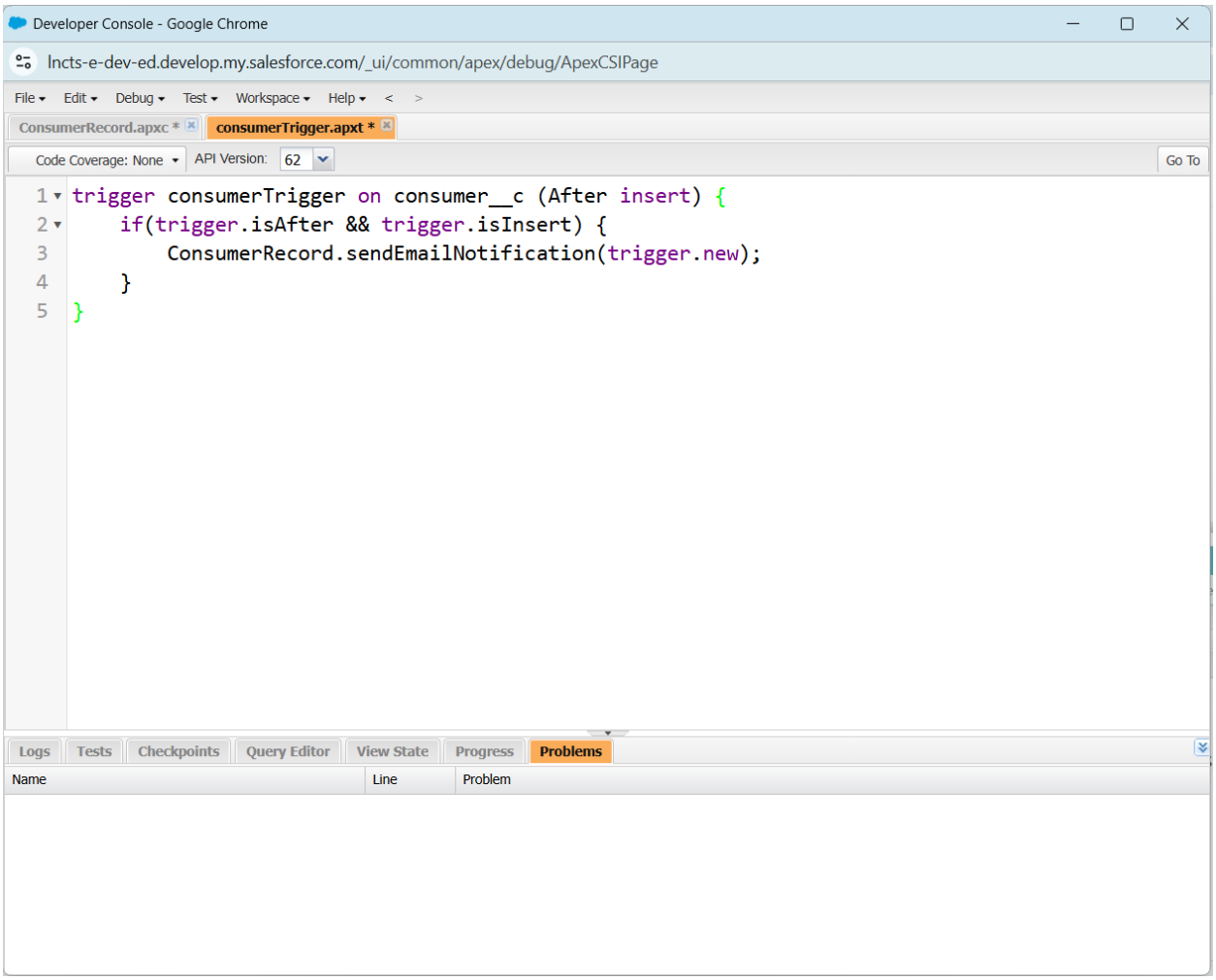
## Creating an Apex Trigger

**Syntax For creating trigger :**

Trigger [trigger name] on [object name]( Before/After event) { //Trigger Logic }

**Trigger code:**

```
trigger consumerTrigger on consumer__c (After insert) {
 if(trigger.isAfter && trigger.isInsert) {
 ConsumerRecord.sendEmailNotification(trigger.new);
}
}
```




## Key Scenarios Addressed by Salesforce in the CRM Implementation for Wholesale Rice Mill

1. Customer Onboarding and Data Management Salesforce enables seamless onboarding of new customers by providing an easy-to-use interface for capturing customer details. The CRM organizes customer information, order history, and communication records in a centralized location, allowing the rice mill to manage relationships efficiently.

2. Sales Pipeline and Order Management Salesforce automates the sales pipeline, allowing the rice mill to track leads, manage orders, and follow up with prospects effortlessly. Sales representatives can monitor each stage of the sales process, from initial inquiry to order fulfillment, ensuring no deals are missed.

3. Inventory and Supply Chain Integration Salesforce provides real-time inventory tracking by integrating with existing systems. The rice mill can monitor stock levels, match orders with available products, and prevent overstocking or stockouts. This helps improve order accuracy

and reduces operational inefficiencies.

4. Customer Support and Communication Tracking The CRM allows for efficient management of customer inquiries and complaints. Salesforce centralizes communication records, enabling customer service teams to respond promptly and maintain detailed histories of customer interactions. This improves customer satisfaction and ensures consistent service.

5. Sales Analytics and Forecasting Salesforce generates comprehensive sales reports and predictive analytics based on customer purchase patterns and historical data. The rice mill can use these insights to forecast demand, set sales targets, and adjust inventory levels, leading to better business planning and decisionmaking

6. Upselling and Cross-selling Opportunities With Salesforce, the rice mill can analyze customer buying behaviors to identify opportunities for upselling and cross-selling related products. By providing tailored product recommendations, the CRM helps maximize revenue from existing customers.

## Conclusion Summary of Achievements:

The "Wholesome Rice Mill CRM" project successfully implements a comprehensive Salesforce solution to streamline the operations of a rice milling business. By centralizing customer data, the CRM provides a unified platform to manage interactions with buyers, distributors, and suppliers, ensuring accurate records and improved customer service. The system enhances sales tracking through detailed reporting and dashboards, enabling datadriven decision-making and identifying growth opportunities. The CRM also improves communication by automating notifications, managing tasks, facilitating follow-ups, strengthening relationships, and ensuring consistent engagement. Its scalable design allows the system to grow with the business, supporting future expansions and new product introductions. Through data analytics, the CRM offers valuable insights into market trends, demand forecasting, and inventory management, helping the rice mill meet market needs efficiently. Overall, this project provides a robust tool for managing relationships, optimizing processes, and driving growth, giving the business a competitive edge in the rice milling industry.