

## PROJECT OBJECTIVE

To capture the organization business process within the portal that should help the management to evolve and increase yield in terms of sales. To achieve this target, management should understanding the gap in digital way and to reduce the complaints regarding the product, the portal should act in such a way to fulfill the objective.

## PROJECT DESCRIPTION

The application will be developed based on the web based portal, in which the portal contains the menu list are internal quality compliance checklist, Gap Training Program, Business support manager – BSM store visit checklist, special cake order feedback (SCOF), customer/product compliance resolving. Each menu will be integrated with other menu in terms of functional flow. For the consideration of **IQC**, the outlet will be audited upon particular time period and the feedback will be shared with the particular store for the improvement. Thus, based on the IQC observation, the **GTP** will train the users in the particular store and the standard & enhancement points need to be covered. As same as IQC, **BSM** will audit the store with basic check list points and the observation need to be carried out. Then, for the special orders of cakes above 2 kg will be considered in **SCOF**, the orders will be captured by SCOF in detail. Hence, at last the **CCR** should be taken by to reduce the complaints or issues regarding the product based on the received Complaints the Product standard need to be innovated and in future the recurring complaints should get reduced based on CCR activity. Likewise, the business process will be executed in the portal and the detailed flow will be described below with each topic as scope.

**PROJECT SCOPE**

S.No	Menu	Project Description
1.	login	<ul style="list-style-type: none"><li>- Login has a different hierarchy levels; thus as per their desired category role, the portal usage permission will be allotted and have to access with the recommended user login.</li><li>- The user can login into the portal through email ID &amp; Password.</li><li>- If the user forgets the password they can reset the password by using forgot password option.</li></ul>
2.	IQC (Internal quality complainece)	<p><b>IQC</b> Audit menu captures the entire details of the auditor who visits the outlet. The details are name, city, outlet location, employees on duty, BSM for that particular outlet, and time of the audit should be capture with the detailed pictures. Minimum 2 audits must be done on a month and the no of audits should also be captured.</p> <ul style="list-style-type: none"><li>- <b>Guest service</b> contains the varied checklists and marks for that checklist which is regulated by the IQC team for the corrective process for guest hospitality on a outlet or a shop and also should attach photos for the checklists as required.</li><li>- <b>Front of counter</b> contains the checklist related to the interior detailing like counter table, lighting, CCTV, floor maintenance and all other interior works and also marks for those checklists.</li><li>- <b>Product display</b> shows the checklists based on the product making, product (cake) garnishing, and all the things which is related to the product is listed out here as checklist with the separate marks for each checklist and also minus marks.</li><li>- <b>CAP</b> in the product display should automatically show to the store manager,</li></ul>

		<p>BSM, and L&amp;D team.</p> <ul style="list-style-type: none"> <li>❖ The above mentioned categories are all have 100 marks as collectively. which is separated by many checklists from many categories</li> <li>❖ Once if the critical parameter score is zero then the overall score is as they mentioned but the overall critical function marks is zero.</li> <li>- After IQC report is submitted then the filled out checklist are trigger to the store manager through mail in Excel format.</li> <li>- The excel report of the checklist contains the checklists with the Ideal mark, actual marks, minus marks and scoring remarks.</li> </ul> <p>The store manager receives all the checklists from the IQC team through mail and the store manager upload a checklists and photos against the IQC mentioned about the outlet.</p> <ul style="list-style-type: none"> <li>- If the store manager replies against the <b>IQC</b> remarks within 24 hours the additional marks will be added to the outlet.</li> </ul>
2.	<b>GTP(Gap training program)</b>	<p>The <b>GTP</b> is a training which is given by the GTP team to the particular outlet which against the <b>IQC</b> checklists of lack of activities or functionality on the outlet criteria's.</p> <ul style="list-style-type: none"> <li>• In Add GTP Once select outlet then previous month's IQC report should automatically fetch with the GTP as previous score and the GTP giving the training against these IQC report to the outlets.</li> <li>• In GTP 3 training topic columns are mandatory the checklists should be in drop down and also add tab should be there for creating the new training topic.</li> <li>• The store manager, and participant name of the outlet should be capture in GTP record.</li> </ul>
3.	<b>BSM store visit checklist</b>	<p>As Same as IQC, the BSM will have set of check list for the store. That need to be observed by the</p>

		BSM while visiting the store as per needed. This cover only the basic observation and this observed points will not affect anywhere in the portal.
4.	<b>SCOF(special cake order feedback)</b> <ul style="list-style-type: none"> <li>• store manager</li> <li>• BSM (Business support manager)</li> <li>• Chef</li> <li>• Virtual audit.</li> </ul>	<p>SCOF is a special cake order once if the cake quantity is more than 2kg then it considered as a special cake. This special cake is prepared by senior chef this is fixed by the BSM for the specific chef for the outlets.</p> <ul style="list-style-type: none"> <li>❖ The senior chef was only making the special cakes for the bakeries for different outlet within the specific location which is allotted for that chef.</li> <li>- The store manager was directly got the cake order from the customer with the cake details like type, kilogram, design and all things were captured. Then it will be passing to the BSM (Business support manager) then they will fix the chef for that location.</li> <li>- When the presence of chef in a outlet then the outlet create a record by Add SCOF, it contains the details like, date, BSM name, location, timing, once the chef finish their work they update to the store manager with the finished cake with the photos.</li> <li>- Finally the virtual audit team verifies with the customer review details will be capture with the tabs of cake finishing, taste, and overall feedback is also shown here and all other basic details are captured here.</li> </ul>
5.	<b>Customer/product compliance resolving (CCR)</b>	<p>In customer/product compliance resolving menus should captures all the feedbacks from the customer side about the delivered product either it will be positive or negative.</p> <ul style="list-style-type: none"> <li>• If the compliant from the customer is related to product that particular compliant is go to the quality control team.</li> <li>• If the compliant from the customer is</li> </ul>

		<p>related to customer or guest hospitality that particular compliant is go to the store manager for resolving the issue.</p> <ul style="list-style-type: none"> <li>• Google, my pulse, SCOF, and Zomato these are all the ways to get the complaints about the products from the customers. In <b>my pulse</b> we can get a mobile number of the customer who compliant. But in Google, SCOF, Zomato shows only complaints with the ratings.</li> <li>• The BSM should response to the all complaints. If the BSM doesn't response within 3 days for the complaints it will be automatically get locked.</li> <li>• In MTD CCR complaints should shows the BSM names with the no.of.complaints, no.of.open complaints and complaint resolved with the percentage.</li> </ul>
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