**CHAPTER 1: PROJECT DEFINITION**

* 1. **INTRODUCTION – Problem/Opportunity Statement**

Tailoring is a valuable skill to have and to train. It’s a huge industry that requires fast delivery of output, organized information and accurate measurements. Tailoring industry is thriving and growing despite the growth of ready-to-wear and branded segment of the apparel market. Today, management information systems for tailoring and alteration is emerging to provide a better quality of service to consumers. This kind of innovation offers a faster and excellent progression for both tailors and clients.

Tailors use traditional manual systems to book in their clients. The clients have to travel to the location of the tailor shop to get their measurement taken for the tailoring of their garments. These measurements and other details of the customers are taken and kept on papers. This method pose a high threat in terms of security of their information i.e., can get lost, unauthorized people can easily access the information, data confidentiality and integrity not maintained. No proper backups and the system are tedious. Customers also need to move from their offices to go and check for the clothes whether they’re complete or not. This is time consuming and costly. Customers too have no prior information on cost of netting their garments. So due to the manual systems in use, the whole process tends to be slow. With this situations, it is a necessity to have a proper record management, which leads to an automated system that will enhance data correctness and saves time, making it an advantage of tailoring shop owners.

The Tailoring and Alteration Shop, the subject of this system study is one of the pioneer tailoring and alteration shop in Rizal Village, Makati City that provides a quality custom made uniforms for big companies such as Nestle Philippines, Wyeth, Pfizer and many more. However, the shop is still using spreadsheets, logbooks and the like for data management. The proponents found that this system is too strenuous and unorganized. With this, Web Based Tailoring Management System is proposed.

The proposed system will mend tailoring shops into modern computerized system. This will enhance data retrieval, storage and security. It is also cost effective since it will cut down on travelling cost to get your measurements taken and also going to check if your order has been made and is ready for collection. The clients can access their online tailors 24/7 and at any location provided they are connected to the internet. Due to the advancement in telecommunication internet accessing speed is expected to double as the cost reduces. This will make this system more efficient to use and offer a competitive edge in the market.

* 1. **Project Assumption**
* The project is expected to be accomplished in the given timeframe.
* Appropriate resources will be available to work on the project
* Project team member will participate in the timely execution of the project
* The project is expected to address the problems encountered by manual recording of data
* The willingness of the shop to provide catalogues of their products (ex. Designs created, raw materials available, etc.) if not yet available. However if so (the shop already has its own catalogue aforementioned), they must be willing to post it up online for the customers to see and to choose from.
* The voluntary compliance of the shop to provide with all the necessary details supplied by the customer online, about how they want their finished product to be.
  1. **PROJECT OVERVIEW**

The proposal is system known as **Web Based Tailoring Management System.** It will predominantly move tailoring and alteration shops from paper-based system of handling customer and administrative transactions into an automated system. This computer integrated system is composed of a functional transaction processing system that delivers fundamental information services for both clients and employees of the said business institution.

The first subsystem, **Job Order Processing with Client Support,** will permit the clients to register and deliver measurements to the tailor if he or she cannot physically go to the shop. The system offers a well-designed tutorial on how to measure the different body parts of the customer. It also provides information about the cost, the fabric type the customer want his/her dress knit from, the estimateduration a customer wants the dress finished, the type of material to be used, quantity needed and most importantly, it computes the total cost and avails that information to the customer. The unique feature of this subsystem is it will enable customers to check the progress of their garments i.e. if ready or not for pick up or delivery.

The second subsystem, **Billing and Collection with Materials Purchasing System**, will solidify all the billing and collection processing for the production manager/cashier of the shop. This involves the recording of every transaction done, billing summary, and total balance of the client. Materials purchasing system will facilitate the administrator in acquiring the materials needed for manufacturing. This includes selection of fabric type, buttons, and threads with images. It will save time and effort because the production manager will no longer search the swatches book. It will just summarize the needed materials and will provide a ready to print document for the administrator.

**1.3.1. Objective**

Overall, the objective of the proposed system is to improve the current processes in the tailoring shop. The following are the sub-goals of the proposed system:

* Maintain a searchable customer, transaction database, maintain data security and user rights. 
* To enable customers to send their measurements to their tailors for their clothes to be made. 
* To provide information about the cost, the fabric type, the urgency at which a customer wants the dress finished, the type of material to be used and quantity needed. 
* To compute the total cost depending on the selected fabric, type of material, quantity and duration and avails that information to the customer. 
* To enable report generation: administrator is able to view all the customers and their details, finished garments and all the job orders made. It will also provide reports for the billing accounts of the customer.

**1.3.2. Significance of the Study**

Web Based Service Management System for Tailoring and Alteration aims to benefit the following:

***Customers***. The customers could optimize their time by inputting their measurements, choosing the kind of service (whether tailor service only or with raw materials) as well as the design (from the catalogue or customized) in the system without having to go to the shop. They could also monitor the progress of their job order.

***Management*.** The management could monitor the profit of the business which includes the payment of the customers from the tailoring and the sales from the manufacturing.

***Tailors*.** The system will help the tailors in a way that they could start their works sooner since customer measurements are already in the system making the manual taking of the measurement reduced, and also the orders are already identified. Since customer’s records are available, this can help the tailors understand the kind of design and service each customer wants.

***Production Manager.*** The work of the production manager will be decreased. Customer history, records and payments are stored in a database where it can be easily accessed by the staffs. Hence, time consuming activities will be eliminated. Also, they can manage the customer's needs since it is already available on the system.

**1.3.3. Scope and Limitation**

The coverage of the system will generally focus on handling customer job arrangement, billing and collection plus materials purchasing. Generation of reports such as daily transaction reports, job order reports and collection reports are made possible.

However, other operations and procedures around the shop like human resourcing such as employment of staff, payroll processes and the like will not be dealt on this system study. Online payment is also not included in the system study.