# End user

Norbert Podsadowski

The end user is my father, Peter, who currently owns a construction company called Top Builders. His current typical work pattern is as follows:

1. Find a client, either through recommendation, advertising or otherwise
2. Consult with the client, assess the construction work to be completed
3. Produce a quote (price estimate) of the work and present this to the client
   1. The quote should include a breakdown of all the jobs to be done for the whole construction project, the details of each job, the materials required and the prices for each individual job
   2. This is currently done manually, using an Excel spreadsheet
4. Further consultation with the client based around the produced quote
5. Employees are hired for the project, and given concrete tasks/targets
6. Work then begins
7. After the construction project is complete, the client is handed an invoice which represents the actual work done, materials purchased, and overall cost
8. Employees are paid

# Current system limitations

* Creation of invoices is cumbersome and requires tinkering with Excel spreadsheets
* Invoices/quotes are not standardised, i.e. the layout and look of each quote differs
* Employees are managed on paper (sometimes not even formally recorded)
* No way of potential clients to request quotes prior to initial consultation
* No way of organising tasks between employees, leading to disorganisation
* Material must be found and purchased manually

# Proposed system

I would like to create a system which solves the above limitations:

* Manages any amount of current projects
* Automates the creation of quotes/invoices, with the capability of exporting to Excel
* Allows customers to request a quote using an interlinked online form. These “quote requests” will be placed in a queue and completed in the order received. The client will be e-mailed with the completed quote
* Provides an employee management system, with capability of assigning concrete tasks and different pay rates
* Provides an employee login system which lists assigned tasks, pay rate and easy contact with project manager through e-mail
* Manages the stock of materials
* Allows new materials to be found through various online stores, through a search system which filters for best prices
* Allows customisation through an adequate list of settings/preferences to suit user needs