**Project Charter**

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| Project Title: Cleckhudderfax Online Megastore  Sponsored By: The British College, Thapathali, Kathmandu  Manager: Rohit Pandey  Leader: Dikson Rajbanshi  Target Customer: Traders |

Version Control

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| Version | Date | Summary of changes |
| 1.0 |  | Initial Version |
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Project Justification

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| As the national chains have invested in the development of a larger store in the area, the local traders have joined hands and resolved to make a joint e-commerce portal to their shops. The local traders seem to be fully aware of the possible conflict that may arise along with the competition with the larger supermarket, hence a well-built e-commerce platform would be hugely beneficial for the traders to avoid that and expand their market. Additionally, traders would get the chance to save their money that may have been used for the physical store, and the customer management system is the right tool for running an efficient business. Furthermore, there is a possibility that the shop opening hours and the working hours of the local customers in the area coincide, resulting in lower customer retention. Thus, a web-based shopping system would be the solution for this problem as it would provide a 24/7 shopping zone resulting in the increase of customer count and retention. The e-commerce business carries the potential to grow immensely, thus the existing business of the local traders would have the chance to thrive and expand continuously along with numerous opportunities for newer traders. |

Project Scope

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| The joint online e-commerce project will include the following goals:   * The joint e-commerce portal will increase the number of monthly generated leads by 20% in comparison to the physical stores within 6 months of deployment. This will be attained through the increased exposure of the products among the customers along with the 24/7 shopping zone provided through the portal. * The e-commerce platform will increase the monthly sales of the joint traders by 15% by 4 months. This can be achieved through increased customer retention and improved ease in shopping for groceries. * The portal will increase the average user (traders/ customers) satisfaction by 10% measured through surveys before and after the online shopping portal has been deployed within 6 months. This will be achieved through the improved ease of access for the customers to explore the products and ease of product management for the traders. * The product will reduce the support and management costs used in the physical stores by 15% by the 4th month. This will be realized through the change of customer flow from local physical stores to online shopping as well as automized billing for both the traders and customers. |
| Requirements:   * Customer Interface |
| *Major deliverables should be identified here* |

Duration

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| *Identify the key milestones and overall timeline for the project* |

Estimated Budget

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| Hours Per Day Per Member: 2  Total Number of Members: 5  Total Working Days per Week: 6  Total Weeks: 8  Total Hours: 2\*5\*6\*8 = 480hrs |

Roles and Responsibilities

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| Name | Role |
| Dikson Rajbanshi | Co-ordinator, Monitor Evaluation, Specialist |
| Prasansa Dahal | Complete Finisher, Plant, Team Worker |
| Susan Khatri | Resource Investigator, Implementor, Shaper |
| Surya Shrestha | Implementor, Resource Investigator, Complete Finisher |
| Alok Raj | Shaper, Team Worker, Plant |

Communication and Collaboration Tools

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| *A description of the means by which you will communicate as a team and how you will report to higher levels of management and to clients. To include details of any tools used for the sharing of documentations or files. In the context of this project you need to identify the agreed meeting and reporting schedule for the team. The agreed means of communication between meetings and the repository where documents will be shared and master copies kept.*  Communication Tool:   * Slack: Slack is an instant messaging platform developed by Slack Technologies, which allows the communication between individuals, formation of channels for group communication and various integration for the updates done in other tools/ application. Slack allows the sharing of files between individuals, meeting calls and so on.   Collaborations Tools:   * Trello: Trello is a task tracker application which allows for multiple individuals to collaborate. This allows users to create and update tasks along with assigning of tasks to individuals or teams as required.   Versioning Tool:   * GitHub: GitHub is an open-source platform providing software development version control using Git. A GitHub repository is made by the Team Leader which is then shared to the team which allows for collaboration on the project |