**Project Summary Template**

This document is intended to provide a summary understanding of the high-level vision of your project goals.

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| **Company Name** | Classic Honda | |
| **Company Address** | 30 Van Kirk Dr, Brampton, ON L7A 1A4 | |
| **Company Website** | ClassicHonda.ca | |
| **Telephone** | 1-(866)-323-6305 | |
| **Contact** | Jonathan Benevides | |
| **Title** | Assistant Service Manager | |
| **Email** | jonathan.benevides@performanceautogroup.ca | |
| **Telephone** | N/A | |
| **Project Title** | RepairBud – Car Servicing Application | |
| **Project**  **Description** | **About the company:**  Classic Honda located in Brampton, ON is the number 1 dealership in terms of vehicles sold and serviced per day. The dealership’s service department is ran by Kenny Foo with the assisted help from Jonathan Benevides. With a total of 9 service advisors and 6 concierge, the company is well staffed to assist the 80+ cars that are booked for service daily.  **About the project:**  The goal for this project is to reduce the amount of paper the company uses and reduce the amount of human errors that occur with the current system.  With the application we are pitching we want to make the system fully digital. Classic Honda sees on average 80-100 appointment per day, with this a lot of paper consumption is used. Whether it is printing the daily appointment list or each of the individual inspection sheets for each customer that comes in. Our goal is to eliminate human errors with the system we are trying to implement.  With pen and paper there are details often missed (missing numbers on license plates, not writing down the properly displayed mileage, checking off the wrong person on the appointment list, missing damage on a customer vehicle etc.). These are all problems faced on the daily at Classic Honda, our goal is to cut all those problems down we the move to a digital inspection sheet application. | |
| **Problem/**  **Opportunity Assessment \*** | *Please describe current state problem/opportunity that describes the nature and extent of the problem (factual, quantified, concise), or that outlines a chance for advancement or progress.* | |
| 1.  2.  3.  4. | Before customer get a chance to talk to an advisor, a concierge is responsible for inspecting the customers car and asking relative questions for the specific service they are coming in for. Noting down previous scratch/damage the car already has. (done with pen and paper)  A concierge is also responsible for checking off the clients appointment from an appointment list printed out before the day has began  If a customer wants to know the status of their vehicle and work being done,s the concierge is responsible for tracking down the customers repair order or looking in the shop to see if the vehicle is being worked on.  Customers often find scratches on their vehicles that were not previously there before they came in for service. The physical inspection sheet can proof that the customer is either telling the truth or lying. The problem with the inspection sheets is they can easily get lost, or through human error the inspector of the car can miss damages. This can result in false claims for the company, result in payment from the company to fix the customers vehicle. |
| **Desired Project**  **Outcomes/**  **Requirements\*** | *Define how this project shall address a business need, e.g. the business problem or opportunity described above; describe what the beneficiary must be able to do / receive from the solution* | |
| 1. | Automate the process of checking and inspecting a customer’s vehicle, this will reduce the likeness of losing the inspection sheet and reduce the amount of paper the company has to use to print individual inspection sheets |
| 2. | Have the full list of appointments and their respective time slots in the application interface, reduce the risk of losing the appointment list and the time it takes to print the list every morning before the start of the work schedule |
| 3. | Set up a status update next to vehicles already checked in, if customer comes asking about their vehicle the concierge can present a quick and concise answer |
| 4. | Provides the ability to take pictures of the vehicle during the inspection process, this will reduce the chances of any misfortunates of losing the inspection. Also helps if a customer tries to lie and say the company has damage their vehicle when in fact, the damage was already there we can prove that with the pictures provided. Vice versa, we can confirm that we did damage the car and assist the customer anyway how. |
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| **Key Deliverables to be produced by students\*** | *Define the boundaries of work that you expect to receive from the students effort (vs. internal effort)* | |
|  | Set up a Project Charter and a clear definition of what the company’s desire is with the application  Set up an implementation plan, how we are doing to accomplish the goals we set for ourselves with this project and which group members are doing what.  Set up a diagrams and flow charts for the application  Set up use cases and persona’s with relative research that needs to be done |
| **Desired Start Date** | September, 23rd 2019 | |
| **Desired End Date** | March, 27th 2020 | |
| **Attachments** | *List attachments that support project description* | |
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\* Please add fields as required