**Project Charter**

GENERAL PROJECT INFORMATION

PROJECT NAME Team Lead

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| Laundry Service Listing & Bo oking System | Prathamesh Kapadne |

PROJECT OVERVIEW

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| PROBLEM  OR ISSUE | * The existing laundry service website lacks a modern interface, secure payment options, and personalized user features. * This limits user trust, convenience, and engagement, leading to reduced booking efficiency and customer retention. |
| PURPOSE OF PROJECT | The current laundry service platform allows basic functionalities like service listing, service booking, and user authentication. To improve user satisfaction, scalability, and monetization, this project introduces enhancements such as a secure payment gateway, user profile management, a refreshed user interface, and full deployment of the updated system. |
| BUSINESS CASE | This project enhances the basic laundry service website to improve user satisfaction through a modern UI, secure payments, and user profile management.  It aims to make laundry booking seamless, personalized, and reliable for users.  Cloud deployment ensures scalability, high availability, and broader user reach. |
| GOALS / METRICS | * Improve user experience and satisfaction. * Enable secure and smooth payment processing. * Personalize user interaction with profile management. * Ensure a stable and well-tested live deployment. |
| EXPECTED  DELIVERABLES | * Integrate payment gateway (e.g., Razorpay or Stripe). * Redesign the UI for a better user journey. * Implement user profile pages with CRUD functionality. * Deploy the updated project on a cloud platform (e.g., Vercel, AWS, etc.). * Conduct full system testing and prepare deployment documentation. |

PROJECT SCOPE

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| WITHIN  SCOPE | • •  • | Service listing & booking  Authentication system  UI/UX redesign  User profile management (Optional) |
|  | • | Payment gateway integration |
|  | • | Full system deployment |
| OUTSIDE OF  SCOPE | •  •  • | Mobile app development  Loyalty/reward system  Offline laundry tracking services |

Resources

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| PROJECT TEAM | Prathamesh Kapadne – Team Lead, Frontend Dev  & Integration  Chetan Sapkal – Research, Database &  Deployment  Chetan Talele – Backend Dev & Database | Yash Borkar – Backend Dev, Testing & Documentation(QA Lead) |
| SPECIAL NEEDS | TBD |  |

Benefits and Customers

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| PROCESS OWNER | Prathamesh Kapadne – Team Lead |
| KEY STAKEHOLDERS | Development Team Leads, QA Lead |
| FINAL CUSTOMER | Daily users of the laundry service platform (estimated 500+ registered users across urban and semi-urban regions) |
| EXPECTED BENEFITS | The implementation of the enhanced Laundry Service Website—including the user profile system, payment gateway integration, and modern UI/UX—will streamline booking and payment processes for customers. This will increase customer satisfaction, improve operational efficiency, and reduce manual errors. The enhancements are projected to increase user retention by 35% and generate a 20–25% increase in online bookings within the first quarter post-deployment. |

RISKS, CONSTRAINTS, AND ASSUMPTIONS

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| RISKS |  | * Payment Gateway Integration Challenges * Incomplete Testing Before Deployment * Tight Timeline (4 Weeks) * Budget Constraints on Premium Services * Resource Availability * UI/UX Redesign Rework |
| CONSTRAINTS | •  • | Strict 4-week timeline  Budget limitations on premium API usage |
| ASSUMPTIONS | •  • | Access to third-party APIs and payment gateway credentials Development and QA resources are available as needed |

PREPARED BY TITLE DATE

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| Chetan Sapkal | Research Head | 16/05/2025 |