Departmental Communication application

Customer: Captec Ltd (provisional)

# Overview

Captec Ltd is well recognised not only for the quality of its products but also the assembly uniformity of its systems. This is in no small part due to the creation of assembly and test procedures tailored to each individual product. All procedures are created and continuously updated to keep in line with all advancements and changes a product will undergo throughout its lifecycle.

To this end communication between the main stakeholders is key. Failure to maintain adequate documentation could result in not only profit erosion due to non-chargeable RMAs (return material authorisation) but also reputational damage within key market sectors.

The current system in Captec lacks versatility and scalability. It is to this end that we seek to develop the inter departmental communication tool (name pending) to assist with the growing needs and demands of the organisation.

## The Problems

The current system revolves around requests being handwritten and presented to the technical author to be logged into a controlled spreadsheet. The issues are outlined as:

* Problem1#: Handwritten notes can be lost and misplaced
* Problem2#: A time deficit for production technicians leaving the production floor to hand deliver requests to the engineering department.
* Problem3#: A lack of visibility as to when requests are made and accepted
* Problem4#: lack of visibility regarding documentation status changes

## The Opportunity

Regarding these problems it is the goal of this project to deliver the following key benefits not currently supported by the current system.

* Goal #1: Allow production technicians to submit documentation change requests remotely.
* Goal #2: Allow the technical author to acknowledge requests and easily communicate changes in status to all stakeholders.
* Goal #3: Maintain a publicly visible library of current documentation and subsequent status and changelog for both stakeholders’ awareness and ISO 9001 audit trails.

## The Solution

The proposed solution to this would be to convert all separate forms into a browser-based application with associated database hosted on the client’s data server.

A further break down of the initial proposal can be found below.

# Our Proposal

Following the clients stated goals as an AGILE manufacturer. This solution will function to reduce and unify several forms of documentation into a single user friendly and versatile HTML based application.

* All documentation information shall be stored in a database and presented for view within a client’s web browser.
* Requests for updates and new documentation can be logged via a browser form and all requests will be visible to all stakeholders
* Status updates made by the technical author can be made within the supported forms and released for stakeholder communication.
* An application splash page detailing relevant information to allow for simple high-level communication across stakeholders.

## Execution Strategy

Our execution strategy incorporates proven methodologies, extremely qualified personnel, and a highly responsive approach to managing deliverables. Following is a description of our project methods, including how the project will be developed, a proposed timeline of events, and reasons for why we suggest developing the project as described.

## Resources

All resources and necessary licences required are either open source and publicly available or provided by Petroc college for the purpose of education.

## Project Deliverables

Following is a complete list of all project deliverables:

|  |  |
| --- | --- |
| Deliverable | Description |
| Deliverable #1 | Functional Whitebox proof of concept |
| Deliverable #2 | Final product including customer branding |
| Deliverable #3 | Associated documentation for users and administrators |

## Timeline for execution

Key project dates are outlined below. Dates are best-guess estimates and are subject to change until a contract is executed.

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Start Date | End Date | Duration |
| Project Start | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 1 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 2 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Phase 1 Complete | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 3 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 4 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Phase 2 Complete | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 5 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Milestone 6 | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |
| Project End | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* |

## Supplied Material

The following materials are to be supplied by Captec Ltd for this project. For Departmental Communication application to meet project milestones, this material must be supplied on schedule. The due dates included in the following table represent our best guess based on current proposed project dates:

|  |  |
| --- | --- |
| Materials to be supplied by Captec Ltd | Due Date\* |
| Clients branding and marketing material and guidelines | \*\*\*\*\* |
| Product information for creation of the database (excluding NDA related content) | \*\*\*\*\* |

\*We cannot be responsible for cost overruns caused by client’s failure to deliver materials by agreed-upon due dates.

\*\*\*\*\*At this time information cannot be given regarding timelines until project launch has been agreed internally.

# Expected Results

We expect our proposed solution to Captec Ltd’s requirements to provide the following results:

## Financial Benefits

* Result #1: Reduced non chargeable returns due to build/test errors.
* Result #2: Reduced time on non-profit generating activities.

## Other Benefits

* Reduction in additional BMS material.
* Result #2: Greater free form communication between departments.
* Result #3: Opportunity to potentially use supplied code for other internal tasks.

# Conclusion

We look forward to working with Captec Ltd and supporting the continued growth of the products and services offered to its numerous customers and sectors. We are confident that we can meet the challenges ahead, and stand ready to partner with you in delivering an effective IT support solution.

If you have questions on this proposal, feel free to contact Chaz Goddard at your convenience by email at 40004450@petroc.ac.uk. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

Chaz Goddard  
Project client liaison