

Project Title: Garage Management System

Date: November 09, 2025

Team ID: NM2025TMID02154

Maximum Marks: 4 Marks

This phase involves ideation and strategic planning to build a **Salesforce-based Garage Management System** for automotive service centers and workshops. The objective is to identify every challenge in motor vehicle parts and job management, brainstorm creative solutions, and organize ideas into actionable plans that maximize **operational efficiency, customer satisfaction, and regulatory compliance**.

Team Member Contributions

Team Member	Initial Idea	Built-On Idea
Team Member 1	Create custom objects for Vehicle Parts and Service Bay Locations using Salesforce.	Add automated reorder alerts based on minimum stock thresholds for fast-moving parts
Team Member 2	Send automated warranty/service due date notifications to customers.	Integrate barcode scanning for realtime consumption tracking
Team Member 3	Track inventory usage with live dashboards and analytics	Enable AI-powered demand forecasting using Einstein Analytics
Team Member 4	Ensure secure access control and data privacy through role-based permissions	Implement audit logging and compliance tracking for healthcare regulations (HIPAA/GDPR)

Phase 1: Brainstorming, Idea Generation, and Prioritization

Purpose and Approach

Team Collaboration & Problem Statement

The project team collaborated to select the key challenge: creating a platform that enables **systematic tracking of vehicle parts inventory, automated job/service scheduling, customer communication** regarding vehicle status, and compliance with operational regulations.

Each member shared experiences from automotive service settings and reviewed industry best practices for technology-enabled workshop management to support efficient and scalable workflows.

Brainstorming & Idea Listing

Team members freely shared ideas for **automation, mobile access for technicians, customer portal, and real-time communication**.

Ideas were compiled to ensure inclusiveness and creativity before filtering and prioritization.

Grouping, Prioritization, and Action Planning

Idea Organization

Ideas were organized into categories:

- **Vehicle Parts Management** (Inventory)
- **Service Bay/Location Tracking**
- **Supplier Relationship Management**
- **Job Card/Service Record Documentation**
- Automated Reorder Alerts
- Service Due Date Management
- Compliance and Audit Trails
- Mobile Barcode Scanning for Parts
- Real-time Dashboards and Reporting

Prioritization for Maximum Impact

Prioritized features include:

- Automation of **parts stock level monitoring and reorder alerts**.
- **Service/Warranty due date notifications** to enhance customer retention.
- Dashboards for live **Job Status tracking** across service bays.
- Secure data management with comprehensive **audit trails** (e.g., for part installation records).
- Integration with **customer booking platforms** and **supplier ordering systems**.

Action Plan & Next Steps

Chosen ideas were developed into actionable tasks:

1. **Build Salesforce Custom Objects**
 - Design **Vehicle Part**, **Service Bay**, **Supplier**, and **Job Card** objects.
 - Establish relationships and data validation rules.
2. **Automate Inventory and Service Workflows**
 - Create Flow processes for automated **parts reorder alerts** when stock falls below thresholds.
 - Implement **customer notification automation** for service due dates using Salesforce flows.
 - Configure approval processes for **high-value parts** and non-standard repairs.
3. **Design Dashboards and Reports**
 - Build real-time dashboards for **current parts stock levels** and **Job Status** by technician.
 - Create **service analytics** showing repair/maintenance patterns by vehicle model.
 - Develop **cost tracking reports** for parts usage and job profitability.
4. **Implement Mobile and Integration Features**
 - Enable **barcode scanning** capabilities for accurate parts tracking on job cards.
 - Integrate with **customer booking systems** for scheduling data.
 - Connect with **supplier ordering platforms** for automated procurement.
5. **Schedule Team Progress Reviews**
 - Conduct weekly team progress reviews.
 - Adapt plans based on feedback from garage managers and technicians.
 - Ensure compliance with operational and safety regulations throughout development.

Conclusion

This brainstorming and prioritization phase established a clear roadmap for developing a **Salesforce solution for garage management**. By organizing ideas systematically and assigning actionable tasks, the team is positioned to create a scalable, efficient, and compliant system that enhances **customer safety**, reduces **operational waste**, and optimizes **workshop operations**.

