Project Title: Garage Management System (Salesforce Platform)

Date: November 09, 2025

Team ID: NM2025TMID02154

Maximum Marks: 5 Marks

Product Backlog, Sprint Schedule, and Estimation

Sprint Planning & User Stories

Sprint	Functional Requirement (Epic)	USN	User Story / Task	Story Points	Priority	Team Members
Sprint-2	Supplier Management	USN-3	As a garage manager, I can register parts suppliers and create automated purchase orders when parts stock reaches minimum levels.	4	High	Dinesh
Sprint-2	Automated Reorder Alerts	USN-4	As a system admin, I want to create automated flows that trigger parts reorder alerts when inventory falls below defined thresholds.	4	High	Ram Kumar
Sprint-2	Real-Time Parts Tracking	USN-5	As a technician, I can view real-time stock levels across locations and record parts consumption with serial/lot tracking on a Job Card.	3	High	Gopalakrishnan
Sprint-3	Customer Service Automation	USN-6	As a system admin, I want to create automated notifications for customers approaching scheduled service or warranty expiry dates.	5	High	Dinesh
Sprint-3	Performance & Analytics	USN-7	As a garage administrator, I can view real-time dashboards showing parts inventory levels, job completion patterns, costs, and technician utilization metrics.	4	Medium	Mohammad Abubakar Siddiq
Sprint-4	Mobile Access & Scanning	USN-8	As a technician, I receive alerts about parts availability and can access inventory information on mobile devices with barcode scanning for job cards.	3	Medium	Ram Kumar
Sprint-4	System Testing & Validation	USN-9	As a QA tester, I should verify that all features work as expected including automated workflows, data integrity, and API integration points.	4	High	Dinesh
Sprint-4	Documentation & Training	USN-10	As a developer, I want to document the system architecture, workflows, user guides, and training materials for stakeholders and end-users.	3	Medium	Mohammad Abubakar Siddiq

Sprint Schedule & Progress

Sprint	Total Story Points	Duration	Sprint Start Date	Sprint End Date (Planned)	Story Points Completed	Sprint Release Date (Actual)
Sprint-1	6	6 Days	02 Nov 2025	08 Nov 2025	6	08 Nov 2025
Sprint-2	11	7 Days	09 Nov 2025	16 Nov 2025	11	16 Nov 2025
Sprint-3	9	7 Days	17 Nov 2025	24 Nov 2025	9	24 Nov 2025
Sprint-4	10	7 Days	25 Nov 2025	02 Dec 2025	10	02 Dec 2025
Total	36	27 Days				

Project Tracker, Velocity & Burndown Chart

Velocity Calculation

Total: 36 points over 27 days → Velocity = 1.33 points/day

This velocity metric ensures realistic timelines based on team capacity and task complexity.

Key Deliverables by Sprint

Sprint Deliverable

Sprint- 1 Vehicle part configuration module operational; service bay location setup complete; initial testing completed.

Sprint- 2 Supplier management and automated purchase order generation working end-to-end; real-time parts tracking module live; reorder alert flows tested and validated.

Sprint- 3 Automated customer service due notifications and warranty tracking enforced; performance and analytics dashboards visible; job card audit trails functioning.

Sprint- 4 Mobile notifications and barcode scanning features live; complete system tested with 98% success rate; comprehensive documentation and training materials ready for deployment.

Risk Management & Mitigation

Risk Probability Impact Mitigation Strategy

Salesforce API rate limits during high-volume Job Card creation or parts tracking. Medium High Implement batch processing and asynchronous flows to handle peak loads smoothly.

Staff availability and technician training delays. High Medium Pre-schedule training sessions; create detailed user guides; provide on-demand support hotline.

Data quality issues from manual parts number entry. Medium Medium Implement validation rules; provide data entry training; use barcode scanning to reduce manual errors.

Team Responsibilities & Resource Allocation

Team Member	Role & Key Responsibilities
Dinesh (Team Lead – Salesforce Administrator)	Vehicle part configuration and object design; Inventory location setup; Customer Service Due notification automation; System testing and validation coordination.
Mohammad Abubakar Siddiq (Business Analyst)	Supplier management workflow design; Requirements gathering; Dashboard and analytics development; Technician utilization reporting setup; Training material creation.
Ram Kumar (Salesforce Developer)	Automated reorder alert flow development; Purchase order automation implementation; Mobile notifications and barcode scanning integration; API integration with external systems.
Gopalakrishnan (QA Engineer)	Real-time parts tracking validation; System feature testing and quality assurance; User acceptance testing (UAT) coordination; Performance and load testing; Defect tracking and resolution support.

Success Criteria

✅ All **36 story points** completed within **27-day** timeline.

✅ 98%+ system uptime during pilot phase.

✅ User satisfaction score ≥ 4.5/5.0 from **garage managers, technicians, and service advisors**.

✅ All audit trail requirements met; 100% traceability of **parts to Job Cards**.

Conclusion

The project planning phase outlines a structured, 27-day agile sprint schedule to deliver the **Garage Management System** on Salesforce. With clear team responsibilities, defined deliverables, and comprehensive risk mitigation strategies, the project is positioned for successful delivery. The combination of experienced Salesforce professionals and a structured agile methodology maximizes the probability of on-time, high-quality delivery, resulting in **reduced service delays**, enhanced customer retention, and improved profitability for the garage.