

**CELESTRA TAILORING AND COMPUTERIZED EMBROIDERY**

SOFTWARE REQUIREMENTS SPECIFICATION

|  |  |
| --- | --- |
| **Team Name** | **Red Jaguars** |
| **Section** | S18-A |
| **Team Members** | Austria, Jana  Borja, Nikko  Cardano, Daniel  Garcia, Markus Jeremi  Lozano, Rafael  Lucas, Martin  Mangubat, Veronica  Marasigan, Olivia  Portales, Naomi  Saavedra, Camille |
| **Date Submitted** | March 4, 2015 |

**Table of Contents**

|  |  |
| --- | --- |
| 1. Executive Summary | 1-1 |
| 1. Overview | 2-1 |
| * 1. Existing Business Process      1. Alterations      2. Made-to-Order      3. Embroidery | 2-1  2-1  2-2  2-3 |
| * 1. Data Requirements | 2-4 |
| * 1. Roles in the Business Process | 2-5 |
| 1. Problem Analysis | 3-1 |
| 1. Software Solution | 4-1 |
| * 1. Objectives | 4-1 |
| * 1. Characteristics | 4-1 |
| 1. User Stories | 5-1 |
| * 1. User Story 1: As a user, I can access the system to see the list of orders   2. User Story 2: As a general manager, I can use other functions of the system   3. User Story 3: As a general manager, I can change the password for security   4. User Story 4: As a general manager, I can manage the list of inventory to add new kind of item, change its quantity, and modify the description   5. User Story 5: As the supervisor/general manager, I can add new orders so the tailors and warehouse workers can see the new orders to be produced   6. User Story 6: As a general manager, I can cancel an order to remove it from the current order list   7. User Story 7: As a general manager/supervisor, I can modify an order/s in the order list   8. User Story 8: As a general manager, I can change the status of an order to update its remaining balance   9. User Story 9: As a general manager/supervisor, I can view the sales reports | 5-1  5-2  5-3  5-4  5-5  5-6  5-7  5-8  5-9 |
| Appendix A - Improved Business Process  A-1. Improved Retail Tailoring Business Process  A-2. Improved Made to Order Business Process  A-3. Improved Embroidery Business Process | A-1  A-1  A-2  A-3 |
| Appendix B - Interview Transcript | B-1 |
| B-1. Interview with the Client (Management Trainee)  B-2. Interview with both General Managers and Management Trainee | B-1  B-3 |
| Appendix C - Sample Forms and Reports  C-1. Measurement Form  C-2. Tailoring Shop Logbook  C-3. Standard Pricing List for Made to Order Garments  C-4. Sample Job Order Receipt | C-1  C-1  C-3  C-4  C-6 |
| Appendix D - References and Acknowledgements | D-1 |
|  |  |

1. **Executive Summary**

Celestra Tailoring and Computerized Embroidery is a small family owned business established 10 years ago at the RQD Building along Regalado Avenue in West Fairview Quezon City by Mr. and Mrs. Celestra. Within those years they have established a stable list of clientele which is slowly growing due to numerous referrals. As the business grows, they are looking in to ways that would help make the maintenance of the business easier and more time efficient.

Currently, they offer both tailoring and computer embroidery services. The tailoring side of the company can be found in a small shop along Regalado Avenue in Fairview, Quezon City. The shop caters to the walk-in customers that are looking for alteration services or made to order garments, like uniforms and scrubs. The shop usually receives around 40 walk-in orders per day during the normal season and 50 during its peak. They also cater to production of uniforms of schools and doctors around the metro.

The computer embroidery side of the business is centered at a warehouse, which is separate from the tailoring shop. They produce patches and logos for the uniforms of several schools and companies. Given a design, they use Wilcom Embroidery Software to determine the colors of the strings to be used for the design and produce the logo or patches using the machines.

2. **Overview of the Business Process**

**2.1 Existing Business Process**

The business offers different tailoring services in multiple locations. The following sections describe how customers can avail of these services and how the business fulfills them.

**2.1.1 Alterations**

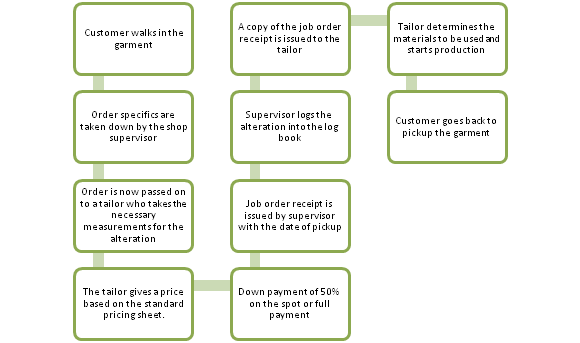


Figure 2-1. Existing Alteration Business Process

The customer walks in the shop and approaches the shop supervisor with the garment to be altered. Then the shop supervisor asks the customer what type of alteration needs to be done. For instance, the customer specifies to reduce the length of a pair of pants. The order is now passed on to a tailor who specializes in that garment. The tailor is in charge of taking the necessary measurements needed to increase or decrease in length for alteration. The tailor then gives a price based on the standard pricing sheet and on the material of the garment. The customer will pay a down payment of at least 50% or the full amount on the spot as a working capital. The customer copy of the job order receipt is now issued to the customer with the pick-up date. The pick-up date is determined by the complexity of the alteration and the current work load of the tailor assigned. The supervisor now logs the order in the logbook for backup then forwards their copy of the job order receipt to the tailor. The tailor then determines the materials to be used and starts production. The customer then goes back on the pick-up date and claims the garment with his receipt. If the receipt of the customer is lost, the shop supervisor checks the logbook. If the customer goes in and his garment is not yet finished, they will be told to go back on a later time or date.

**2.1.2 Made-to-order**

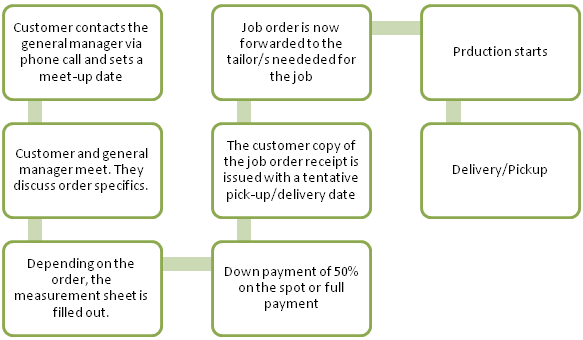


Figure 2-2. Existing Made to Order Business Process

For made to order garments, the customer usually contacts the general manager via phone call and they set a meet-up date. On that date, the customer and the general manager meet and they discuss the order. The customer tells the general manager what type of garment is to be made and depending on the type of order, the general manager takes the necessary measurements and fills out the measurement sheet (refer to appendix C-2). They also discuss if the order is to be picked-up or delivered. The customer then pays a down payment of 50% on the spot as a working capital. There are instances that the down payment given is not worth 50% of the total bill, but this all depends on the agreement of the general manager and the customer. The customer also has the choice to pay the full amount. The customer copy of the job order receipt is issued with a tentative pick-up or delivery date. The general manager then forwards the job order to the tailor/s needed for the specific job. Upon receiving the order, the tailors determine the materials to be used and start working on the job order. Then on the pick-up/delivery date, the order is picked up by the customer or delivered by the general manager.

There are also walk-in customers that request for made to order garments. For this type of situation, it would be the shop supervisor that will take on the work of the general manager.

**2.1.3 Computer Embroidery**

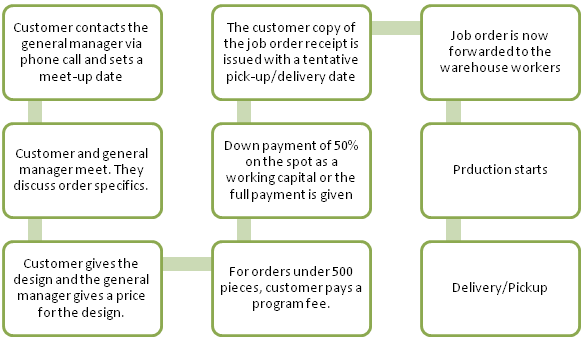


Figure 2-3. Existing Embroidery Business Process

For embroidery orders, customers usually contact the general manager via phone call to set up a meet-up date to discuss the order while the shop supervisor will accommodate walk-in customers that will request patches or embroidered garments. The customer shows the general manager or the supervisor the design they want to be embroidered, either on the actual garment or separated as patches. The customer can either send the design through email or by leaving a hardcopy of the design at the shop. Upon evaluating the detail, size and number of colors of the design, the quantity and the time needed to produce the design, the general manager or supervisor then gives a price. If the order is less than 500 pieces, the customer must pay a one-time program fee of 1000 pesos for the software to be used to program the design into the machines. Depending on the agreement of the general manager or the supervisor and the customer, the customer will pay a down payment of at least 50% or the full amount on the spot as a working capital. The customer is then issued a copy of the job order receipt with a tentative pick-up or delivery date. The general manager or supervisor then gives another copy of the job order receipt to the warehouse workers. Upon receiving the order, the warehouse workers first imports the design into the software, then create the stitches of the embroidery before programming the machines to embroider the design to start the production. Then on the pick-up/delivery date, the order is picked up by the customer or delivered by the general manager.

**2.2 Data Requirements**

A measurement form (see Appendix C-1) is filled up every time an order from the tailoring shop is taken. This would contain the basic measurements needed to create or alter the given garment. This form can also specify what type of garment is to be made, if it is a made-to-order request. The materials needed for this specific job are also taken note of.

Once an order is placed, it is logged in to the log book (see Appendix C-2). The log basically functions as an end of the day report of how many orders were received and processed. The logbook takes note of the Job Order #, the type of job, the price charged, the tailor working on the order and if its paid or not paid.

The tailoring shop also has a standard pricing list for the items that are usually ordered from them (see C-3).

For the embroidery, the customer details from the measurement form are taken and the design of the logo given either softcopy or hardcopy.

**2.3 Roles in the Business Process**

There are various stakeholders in the business process as seen in Table 2-1.

|  |  |
| --- | --- |
| Role | Description of Tasks |
| Customer | * Provides job to be done (Made to Order, Alteration, Embroidery) * Provides the measurements of the garment to be made or alter. * Provides the design, size, and number of colors to be embroidered. * Picks up the finished garment if it is for pick-up. |
| Tailor | * Does the tailoring and alteration jobs * Identifies materials to be used for a particular job |
| Warehouse workers | * Responsible over the production of the embroidery jobs * Maintenance of the item stocks in the warehouse |
| Supervisor | * Takes down orders at the tailoring shop * Issues a job order receipt after receiving the down payment * Logs every job order to the logbook * Disseminates job orders to tailors |
| General Manager | * Watches over the whole business * Maintains close client relationships * Handles bulk orders * Handles orders outside of the shop * Responsible for checking and restocking of materials * Handles deliveries |

*Table 2-1. Stakeholders and Roles*

1. **Problem Analysis**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ID** | **Description** | **Cause** | **Symptoms** | **Impact** |
| # | What’s the problem? | What causes the problem? | How do we know the problem exists? | Why is this important? What are the consequences? |
| 1 | Orders are overlooked, misplaced or lost. | Orders are written in a job order receipt. Those job order receipts are stacked in an unorderly manner. | A customer once called the management to ask about the progress of his order only to discover that it has not been processed yet since the tailor lost the job order receipt. | This may cause customer dissatisfaction. This causes delay in processing of other impending orders. This would also cause them to lose profit. |
| 2 | No standard way of tracking inventory in restocking resulting in delays and sometimes over stocking. | They don’t have a standard way of keeping track of their items. | Once an order was taken before checking the inventory. Upon checking, the materials needed were unavailable. The order was delayed since they had to go to restock items first. They simply ask the workers which materials are needed to be restocked, which can be bad since the workers may not be able to name everything that needs to be restocked. | This may cause the orders to be delayed. |
| 3 | Difficulty in tracking order progress | Not all orders are recorded into the logbook. | When tallying the amount from the logbook and from the receipt, the results may not match. | Orders may go unpaid and the business may lose profit. |

The business needs software that would help them monitor all the orders that they are handling, since they have difficulties in managing the daily influx of orders. With regards to the issue of restocking, the business needs a facility that would be able to update, monitor and report on the current inventory status.

1. **Software Solution** 
   1. **Objectives**

The software aims to provide a standardized way of tracking orders for both sides of the business. It also aims to create a system to maintain the supply inventory for both the shop and the warehouse.

* To provide a facility for taking orders, with their details and specifications.
* To provide a facility for tracking all the progress of the orders, along with their deadlines, pickup dates or delivery dates.
* To provide a facility for managing the records of buyers and their orders.
* To provide a report of all the current items they have in stock.
* To provide a report for monitoring the business’s earnings for the day.
  1. **Characteristics**
* The system must be fast and efficient.
* The system must be user-friendly and reliable.
* The system must have clear text.
* The system must be up-to-date.
* The system must be accessible to the general manager, shop supervisor, tailors and warehouse workers.

1. **User Stories**

|  |  |
| --- | --- |
| **User Story #1:**  As a user, I can access the system to see the list of orders. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system. | |
| **Scenario:**   1. The system shows the list of orders. 2. The user can select an order to see its details. 3. The user can filter the list according to the order’s status. 4. The system will sort the list according to its status then by its due date. | |
| **Post-condition:**  The system will show details of the order selected. | |
| **Acceptance Criteria:**   1. Verify that the user can see the list of orders that are not cancelled. 2. Verify that if the user selects an order, the system will show its details. 3. Verify that the user can sort the list of orders. | |

|  |  |
| --- | --- |
| **User Story #2:** As a general manager, I can use other functions of the system. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has an account. | |
| **Scenario:**   1. The user enters a password to gain access. 2. The system checks the password given by the user. | |
| **Post-condition:**  The user has gained access to the system. | |
| **Acceptance Criteria:**   1. Verify that if the password is correct, the user gains access to the system. 2. Verify that if the password is incorrect, the user does not gain access to the system. 3. Verify that the user can use other functions of the system. | |

|  |  |
| --- | --- |
| **User Story #3:** As a general manager, I can change the password for security. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a supervisor/general manager. | |
| **Scenario:**   1. The user selects the change password option. 2. The user enters the current password. 3. The system checks whether the entered password is correct. 4. The user enters the new password. 5. The user re-enters the new password for confirmation. 6. The system replaces the old password with the new password. 7. The system notifies the user of the changed password. | |
| **Post-condition:**  The user can go back to the menu with the password updated. | |
| **Acceptance Criteria:**   1. Verify that if the entered current password is incorrect, the system will let the user retype the password. 2. Verify that if the new password does not match with the re-entered new password, the system will let the user retype the new password. | |

|  |  |
| --- | --- |
| **User Story #4:** As a general manager, I can manage the list of inventory to add new kind of item, change its quantity, and modify the description. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a general manager. | |
| **Scenario:**   1. The system will show the list of inventory. 2. The user enters the name of the item and its description to be added in the inventory. 3. The user chooses an item in the inventory to reduce or add its quantity. 4. The user chooses an item and changes the item’s description. 5. The system updates the list of inventory and notifies the user about the changes made. | |
| **Post-condition:**  The user is able to add a new kind of item, increase quantity of an item, decrease quantity of an item, and modify the description. | |
| **Acceptance Criteria:**   1. Verify that the user cannot add quantity of less than or equal to zero. 2. Verify that the user can add a new kind of item. 3. Verify that the user can increase the quantity of an item. 4. Verify that the user can modify the description of an item. 5. Verify that if the user has no input, the system will notify the user. | |

|  |  |
| --- | --- |
| **User Story #5:**  As the supervisor/general manager, I can add new orders so the tailors and warehouse workers can see the new orders to be produced. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a supervisor/general manager. | |
| **Scenario:**   1. The system will show the current list of orders. 2. The user specifies the type of order whether it is made-to-order, embroidery or alteration. 3. The user inputs the name of the client. 4. The user inputs the measurements depending on the type of garment (Made-to-Order/Alteration) 5. The user chooses whether it is a logo or a patch (Embroidery). 6. The user inputs the quantity of the order. 7. The general manager can assign a job to a worker | |
| **Post-condition:**  The user will be able to add new orders. | |
| **Acceptance Criteria:**   1. Verify that the user can see the current list of orders. 2. Verify that the user can specify the type of order. 3. Verify that the user cannot input letters when being asked for measurements and quantity. 4. Verify that if the user has no input, the system will notify the user. 5. Verify that the general manager can view the list of workers. 6. Verify that the general manager can assign a job to a worker. | |

|  |  |
| --- | --- |
| **User Story #6:**  As a general manager, I can cancel an order to remove it from the current order list. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a general manager. | |
| **Scenario:**   1. The system shows the current list of orders. 2. The user selects an order to cancel. 3. The system removes the order from the current order list. | |
| **Post-condition:**  The system marks an order as cancelled. | |
| **Acceptance Criteria:**   1. Verify that the user can cancel an order from the order list. | |

|  |  |
| --- | --- |
| **User Story #7:** As a general manager/supervisor, I can modify an order/s in the order list. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a general manager/supervisor. | |
| **Scenario:**   1. The system shows the list of orders. 2. The user selects the order to be modified. 3. The user enters the new details of the order. 4. The system notifies the user about the changes made. | |
| **Post-condition:**  The system saves with the new details of the order from the order list. | |
| **Acceptance Criteria:**   1. Verify that the user can modify an order’s details. 2. Verify that the user cannot modify the details with invalid inputs. | |

|  |  |
| --- | --- |
| **User Story #8:**  As a general manager, I can change the status of an order to update its remaining balance. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a general manager. | |
| **Scenario:**   1. The user selects an order. 2. The user selects if order has been paid in full or paid with remaining balance. 3. The user enters the remaining balance. (Paid w/ balance) 4. The system notifies the user about the changes made. | |
| **Post-condition:**  The system changes the status of the order. | |
| **Acceptance Criteria:**   1. Verify that the user cannot change the remaining balance if the input is less than zero. 2. Verify that the user has made changes on the status of an order. | |

|  |  |
| --- | --- |
| **User Story #9:**  As a general manager/supervisor, I can view the sales reports. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user has gained access to the system as a general manager/supervisor. | |
| **Scenario:**   1. The system shows the current sales reports. 2. The user can filter the sales reports by day/week/month. 3. The user can see the details of every transactions. | |
| **Post-condition:**  The system will show the current sales report. | |
| **Acceptance Criteria:**   1. Verify that the user can see the current sales report. 2. Verify that the user can filter the reports. 3. Verify that the user cannot edit the sales report. 4. Verify that the user can see the details of all transactions. | |

**Appendix A – Improved Business Process**

**A-1. Improved Retail Tailoring Business Process**

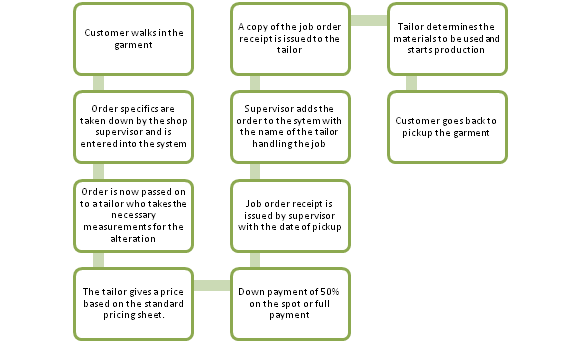


Figure A-1. Improved Retail Tailoring Business Process

With our software, the supervisor can now have a digital copy of the job orders for the alterations. This would make it easier for her to maintain and check the orders they are currently handling. The order submission would also contain the details of the job, the person handling the job and its payment status, so could it be easily tracked.

**A-2. Improved Made to Order Business Process**

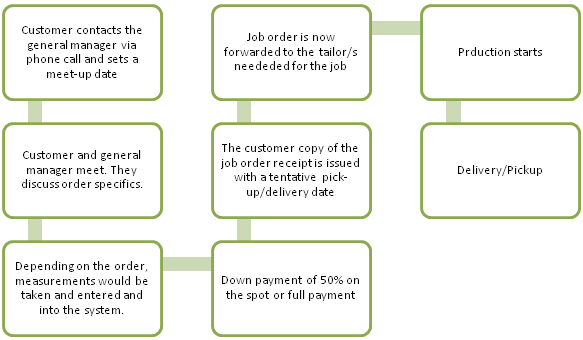


Figure A-2. Improved Made to Order Business Process

The software would allow the general manager to enter the measurements to a pre-made form showing pre-existing fields that are needed for the specific garment order. The measurements, together with the order specifics would be now entered into the system for easier tracking.

**A-3. Improved Embroidery Business Process**

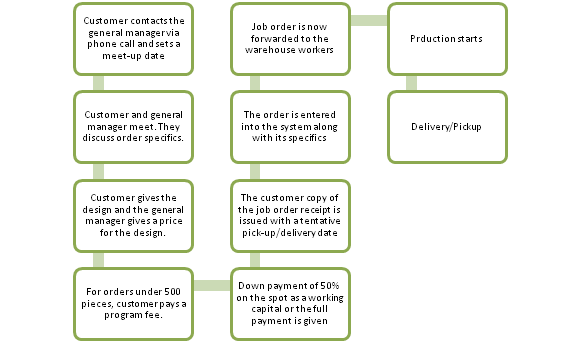


Figure A-3. Improved Embroidery Business Process

The software would allow the general manager to log the order into the system along with its order details, so that it would be easier to track.

Overall, this software would help make the three business processes be more efficient in terms of keeping track of the orders they are processing. This software would also help them keep track of their inventory, in order to lessen the possible delay caused by supplies being out of stock. The business would be easier to manage with this software, which is important for a business this small, with an employee count of fewer than 30.

**Appendix B – Interview Transcript**

**B-1. Interview with the Client (Management Trainee)**

[I] – Interviewer [C] – Client

I – Hi! Good Afternoon! I’m Naomi Portales, a second year Computer Science student from De La Salle University. Thank you for agreeing to meet up for this interview.

C – You’re welcome.

I - As a requirement for one of our subjects, my group mates and I are required to develop a software that would cater to the client’s needs.

C – Well that’s good.

I – Yeah. Hahaha. Well for today, I would like to know more about the processes that happen within your business and possibly help you identify problems and difficulties that you encounter.

C – Okay, g.

I – So let’s start with the easy questions. Can you introduce yourself and tell us what you do in the company?

C – Alright. I'm Fredkyle Celestra, acting as management trainee/assistant directly under the supervision of the General Manager.

I – Oh that’s cool. Can you describe your experience while working in the family business?

C – Working in the business is not an easy thing to do since I'm still familiarizing myself in the different aspects of the enterprise.

I – What does your business currently offer?

C – We currently offer tailoring services and computerized embroidery like patches and logos for schools and hospitals.

I – Would you mind telling me the how an order is processed in your business?

C – Well for our tailoring services, a customer usually goes into the shop with an order in mind, either getting a garment made from scratch or getting something repaired, then we name the price, the customer pays and leaves with a job order receipt. Then customer then goes back to pick up the item on the date specified.

I – That’s great. How do you take note of the orders and pick-up dates?

C – Currently, we just take note of everything on paper.

I – What happens when the customer loses this receipt?

C - We have a paper copy of the receipt that we give to the tailor and we also have a notebook where we list down all of the orders, so that we’re sure that everything’s being noted. But in my opinion, this takes up too much time.

I – Knowing this issue, have you ever tried using another method of taking note of orders?

C – Nope. Kahit nga excel di kami gumagamit eh.

I – Alright. On a normal day, how many items are processed by your tailoring shop?

C – Around 40-50 during peak season. Pero conservatively, around 40.

I – Knowing that you get significantly more orders during peak season, are there times where you tend to overlook an order and forget about it?

C – Yeah, minsan, kaya nadedelay. But tumatawag naman yung customers kaya naalala.

I – That’s good. How about the Computerized Embroidery part of the business, how does the typical order processed?

C – Well, a client places an order then discusses the order specifics, like the size, design and quantity. Then they settle the price. Once they agree upon a price, a down payment is needed before a receipt is released. Once they receive the partial payment, production starts. Then depending on what they agreed upon, the items are picked-up from the warehouse or delivered to the client.

I – Who handles bulk orders like that?

C – The supervisor usually takes the orders, but it’s the General Manager that communicates and negotiates with the client.

I – Are there any more processes that take place in the business?

C – Well, the actual production of the item or garment is a process.

I – How so?

C - Before we start producing, we get the order details first, like the quantity and design. Based on that information, we determine the supplies needed for the job and check if the supplies are available. Then we assign work to the workers and set a deadline.

I – Oh okay. Who assigns the work?

C - The General Manager.

I - You mentioned your supply inventory earlier, how do you manage your supplies?

C – Well, we have a written list. Kaso ang problema lang dun, mabagal tapos ang hirap i-update.

I – Oo nga, kasi mapupuno ng bura yung listahan.

C – Yun na nga. Hahaha.

I – Thank you for your time Mr. Celestra. Now I have a better understanding of your business processes. If my groupmates and I have any further questions, how can we contact you?

C – Feel free to text me if you need anything more, since you already know my number.

I – Once again, thank you for your help!

C – No worries. Thank you too!

**B-2. Interview with both General Managers and Management Trainee**

Nao: “Uh, so, um, sabi niyo po is may standard pricing po tayo ng repairs and alterations ng 50 pesos, tama-“

Mr. Fred: “Um, yeah, uh sa may ano, sa may, sa may repair no, let’s say for example, the uh for alterations: mga putol, we have standard, uh, na sinisingil diyan which is 50 pesos. Dun sa mga, uh, pagputol ng pantalon or kaya mga t-shirt, at times sa mga ano, sa mga pag-repair ng mga damit, meron din silang standard diyan. Ang singilan kasi depende dun sa mga mananahe eh. Kung medyo mabigat ang repair, then they have to ask the, uh, owner of the, the dress, or the pants kung, uh, magkano yung singil nila. Pero we are, ano, uh nasa standard po kame ng ano, ng pagsisingil sa kanila. Actually kasi since na matagal na kame dito sa shop, so mga customer namen alam na nila kung magkano yung ano-which is 50 pesos dun sa mga pantalon, uh sa mga t-shirts naman kung general repair. Yung mga sewer, they charge it for, uh, let’s say 150. I…i…irerepair yung mga t-shirts, so-“

Mrs. Beth: “We set a certain standard, but then from time to time, we are still asking the, ano, the sewer, the seamstress. Uh they are the one who’s assessing it kasi sometimes it varies. For example, sa putol hindi lang simpleng putol, minsan may kailangan pang gawin aside from the putol. So, ang ultimate assessment nasa seamstress. Sila pa rin kasi iisplit yung later on yung payment eh- ”

Nao: “Mhm.”

Mrs. Beth: “-sa…when it comes to alteration.”

Nao: “Okay…”

Mrs. Beth: “Split yan palagi, so-“

Mr. Fred: “Fifty percent for us and fifty percent for the sewer.”

Mrs. Beth: “Kasi sometimes, w-we are setting a standard but then nag a-ano sila eh, nag, uh, nag-aappeal na sabihing ganun ‘Medyo mahirap to eh so kelangan dagdagan natin to so it varies. There’s a-there is a standard but from time to time magkakaroon ng variation, depends sa, sa trabahong-scope of work-”

Nao: “Okay.”

Mrs. Beth: “That we would be doing.”

Nao: “Yep. So, ang standard pricing lang po naten is around 50 or like marami po ba yun? Or standard 50 lang po talaga?”

Mr. Fred: “Uh, as what that has said, yung sa pantalon kasi may-yung, slacks diba? If it’s slacks lang no, uh, 50 pesos. Pag nasa maong, uh, nag ano sila ng 10 pesos-“

Nao: “Na additional?”

Mr. Fred: “Yes. Additional.”

Nao: “So ganun po nga, nagvavary…?”

Mr. Fred: “Yes yes, nagvavary. Pagka-anong style nung-“

Nao: “Yung tela…?”

Mr. Fred: “Yes, kasi syempre depende sa trabaho na gagawin nila.”

Nao: “Is there a list po of the…”

Mr. Kyle: “Yung mga products nila, na pinapatahi.”

Mrs. Beth: “Meron.”

Mr. Kyle: “Meron, kasi maraming ano eh, may mga ibang products aside from alteration. Meron din yung parang uniforms, ganun…”

Mr. Fred: “Yes, marami. Uh we cater-mostly- mga medical uniforms, let’s say for example, the blazers for the doctors, the medical uniforms for nurses, uh…

Mr. Kyle: “Yung mga nagaaral sa FEU…

Mr. Fred: “Yeah, mga nagaaral sa FEU-(Nao: “Oh really?”)-Yes yun, yung mga coatwear din namen. Uh…now, itong- this coming April, May no, uh…ito yung pinaka-“

Mrs. Beth: “Peak season.”

Mr. Fred: “Peak season ng ano, ng tailoring...”

Nao: “Mhm.”

Mr. Fred: “…kaya yun, medyo ano kame, bising-bisi.”

Nao: “Ok…”

Mr. Kyle: “Kelangan mo ba yun?”

Nao: “Ah-“

Mr. Kyle: “Yung, um, pricelist nung mga uniforms? Kasi alam ko may ginawa kame nun dati eh.”

Nao: “Uh…”

Mr. Kyle: “Kung kelangan mo.”

Nao: “Yeah. I would need a list of the prices if ever, kahit po yung standard, yung base price po naten bago po tayo magpatong ng-halimbawa yung tela-“

Mr. Fred: “Yes-“

Nao: “Yun. Before pa po nun, yung base prices po.”

Mr. Fred: “Ok, Uh….for the, uh let’s say blouse and skirt, blouse and skirt-“

Mrs. Beth: “Meron tayong list dun…”

Mr. Kyle: “Meron akong listahan nun, pwede ko na lang ibigay sa kanya yun.”

Nao: “Uh, if meron naman pong list, pwede naman pong ibigay sakin tas…ako na lang…”

Mr. Fred: “Yes yes, we can provide it, for you.”

Nao: “Ok…so, uh, since nasabi niyo naman po sumusunod kayo dun sa standard of everything, is there, like, meron po bang instance na parang may bumalik po sa inyo na client that came from another shop na parang, they said na ‘mas mura po dun sa ibang shop’ or wala naman po?”

Mr. Fred: “Uh…”

Mrs. Beth: “Mas mura sa min…”

Nao: “Oh really?”

Mr. Fred: “Yes, yes, yes.”

Mrs. Beth: “…Compared sa ibang shop.”

Mr. Fred: “Uh, kasi alam mo pagka-pagsinasabi na ano no, na mura du-dito sa min or medyo mas mahal sa min, kasi depende sa ano yun eh, depende sa mga workers no-“

Nao: “Opo.”

Mr. Fred: “Sa skill-“

Nao: “Mhm.”

Mr. Fred: “Let’s say for example, mas mura sila dun sa may blazer-“

Nao: “Mhm.”

Mr. Fred: “-Then you have to think about the, ano, the quality of the blazer, kung ano yung-“

Nao: “Kung, yung , pwede po ba yung pagkakagawa?”

Mr. Fred: “Yes, uh, dito sa amin no, uh, nagtahi kami ng blazer or yung, ano, yung uniform ng mga, ng mga medical uniforms no, i-its, its already with the logo and their name.”

Nao: “Mhm.”

Mr. Fred: “Ok? So kung saang side ano ka-kasi we have the embroidery machine diba-“

Nao: “Yes.”

Mr. Fred: “So we cater embroidery, and uh nagtatahi kame, so, uh, kasama na dun sa price namen yung mga pangalan nila tsaka yung logoist. Other, other, uh, tailoring, uh, pumupunta pa sa min para magpalagay ng logo and name nila so another payment nila yun.”

Nao: “Ok.”

Mr. Fred: “K?”

Nao: “Opo. Hihi. Tapos, uh, linawin ko lang po sana yung pagproce- yung mismong process po, kasi diba, usual typical po na mangyari is client pasok po, ito po yung garment, tas ibibigay. Tapos, pano niyo po pinoprocess yung order na yun? Like, ano po yun, bi-bibigyan niyo po ng job order receipt tapos kanino niyo po ibibigay, ganyan ganyan…”

Mr. Fred: “Yes, yes. Normally, we have to give the uh no, receipt, no, resibo-job order receipt. Ok, then somebody has to delegate. Uh, may pumasok, na ano, na patahi, should be given to the right person.”

Nao: “Mhm.”

Mr. Fred: “Kasi lahat dun sa mga shop, hindi sap- parepareho sila ng talent eh.”

Nao: “Okay.”

Mr. Fred: “K? For the scrub suits, somebody has, uh, is doing the-the best no. If not the best, one of the best no. Now walang return pag siya ang gumagawa. “

Nao: “Opo.”

Mr. Fred: “K? Tapos, meron din dun sa, ano, specialty niya is only the blazers.”

Nao: “Mhm.”

Mr. Fred: “If they want to, uh, to sew, like say pants-“

Mrs. Beth: “Hinde, ano. Excuse lang da. Iano mo yung ano, yung system, yung procedure nga. Kasi, more on, ang ano kasi namen, ang orientation namen is more on service, mga walk-ins.”

Nao: “Opo.”

Mrs. Beth: “Minsan andun yung mga malalaking kontrata, hindi kame pumapasok dyan kasi nga maraming ano yan eh- medyo kumplikado so more on refill kame so more on walk-in, or kung sakali naman pumupunta si Mr. Solestre sa, mga tumatawag, referals, yan. So what he did is get the measurement.”

Nao: “Mhm.”

Mrs. Beth: “Uh, meron kaming measurement forms-“

Nao: “Ok.”

Mrs. Beth: “-naka standard. So after the-taking the measurements, uh, iisuehan niya ng job order receipt.”

Nao: “Ok.”

Mrs. Beth: “50% downpayment automatic yun-“

Nao: “Opo.”

Mrs. Beth: “-whether its made-to-order or dress labor only. Kasi supposedly ang orientation namen is service lang talaga dapat eh, non-vat kame eh. Wala kame dapat materials.”

Nao: “Ok.”

Mrs. Beth: “Pero there are some clients who prefer wala na silang intidihin, sama mo na materials. Yun yung gusto ko sanang ipaangkot kanina na, mahal na, usually is the procedure kasi di ko mailapit yan sa BIR, magiging masyadong kumplikado yan eh. What should happen to our-yung business, yung aming- mga-sa taxes- when it comes to- kasama na yung material. Kasi usually ang payment, ano pa rin eh, uh so that will come later no. So after the assess- after the measurements, after issuing the receipt, meron kaming assistant, s-si Badeth(?) yon. Siya yung naghahandle yung itata- ifaflat niya na yung measurement. Actually, in a week ano yan eh, di naman necessarily daily, after two days iipunin niya pag medyo madami na kasi ang payroll namen every Friday eh.”

Nao: “Mm.”

Mrs. Beth: “So after the payroll, iflaflat niya na yan, ididistribute niya na yan sa mga mananahi.”

Nao: “Mhm.”

Mrs. Beth: “So yung nga sa sinabi ni Mr. Celestro, for example- its…scrub suit, meron kaming talagang skilled-“

Nao: “-Delegated person for the scrub-“

Mrs. Beth: “Mm. Skilled talaga. Kasi, yun na nga, skilled kasi “

--- can’t translate nagoverlap ---

Mrs. Beth: “Napakaliit ng percentage ng return. Yung…blouses, sa ganito sa ganyan. So after magfini- matapos, ibabato yan sa finisher-”

Nao: “Mhm.”

Mrs. Beth: “Tas ibabalot na, and then lalagyan ng markings ng ano niya…nung…”

Nao: “For the pickup po?”

Mrs. Beth: “Due for pickup.”

Nao: “Mm. U-uh d-does this also apply to the walk-ins rin po? Ganun din po yung process?“

Mrs. Beth: “Walk-in and yung mga ano…”

Nao: “Made to orders po?”

Mrs. Beth: “Mm.”

Nao: “Ok po.”

Mr. Fred: “Yes. Yun yung sinabi na, ano, giving the item to the right person.”

Nao: “Ok.”

Mr. Fred: “Diba, kasi may kanya kanyang sila-ano- specialty. Parang-uh- parang mga doctor yun eh-“

Nao: “May specialty- may specialization?-“

Mr. Fred: “Oo, may specializations sila. For the blazers-“

---not clear---

Mrs. Beth: “Ang medyo, ang medyo naano kami dyan, ang hinahanapan ko na systema, kasi minsan wala kaming control kung nakuha na ba to…”

Nao: “Ah yung pagmaintain kung alin po yung napick-up na or yung hindi pa?”

Mrs. Beth: “Mm. Or nabayaran ba to…”

Mr. Fred: “Yes.”

Mrs. Beth: “Pangalawa, yung inventory namen ng ano, ng materials.

Nao: “Ay, opo. Nabanggit niyo po yun sa kin.”

Mrs. Beth: “Kasi wala kameng safe eh. Wala kameng safe…ano dun eh-“

Mr. Fred: “Safekeeping.

**Appendix C – Sample Forms and Reports**

**C-1. Measurement Form**

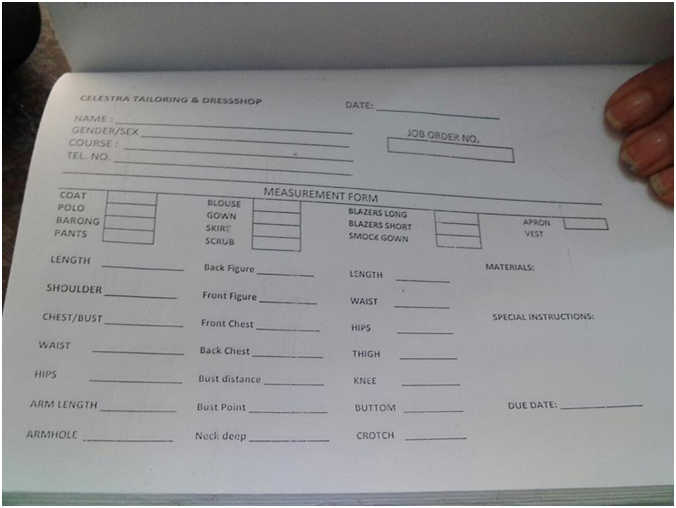


Figure C-1. Measurement form

The Measurement form is filled up for a made to order item is requested. This form would contain the fields that would determine the basic information about the customer and their measurements. The measurement fields that would be filled up depends on the type of garment being requested as explained below.

The fields to be filled out for men’s tops (coat, polo, barong, blazer long, blazer short, vest) are the following:

1. Length (Upper Body)
2. Shoulder
3. Arm Length
4. Wrist Circumference
5. Armhole
6. Chest/Bust (Front Chest/Back Chest)
7. Waist
8. Hips
9. Neck Deep

The same follows for women’s tops (coat, polo, barong, blazer long, blazer short, vest, blouse), but there are some additional fields to be filled out.

1. Front Figure
2. Bust Point
3. Bust Distance
4. Back Figure

For bottoms (pants, skirt) the following fields are filled out for both men and women.

1. Length (Lower Body)
2. Waist
3. Hips
4. Thigh
5. Knee
6. Buttom
7. Crotch

For full body garments (Scrub, Smock,Gown), fields for both top and bottom are filled out. Lastly, for aprons, body length and waist line measurements are taken.

**C-2. Tailoring Shop Log Book**

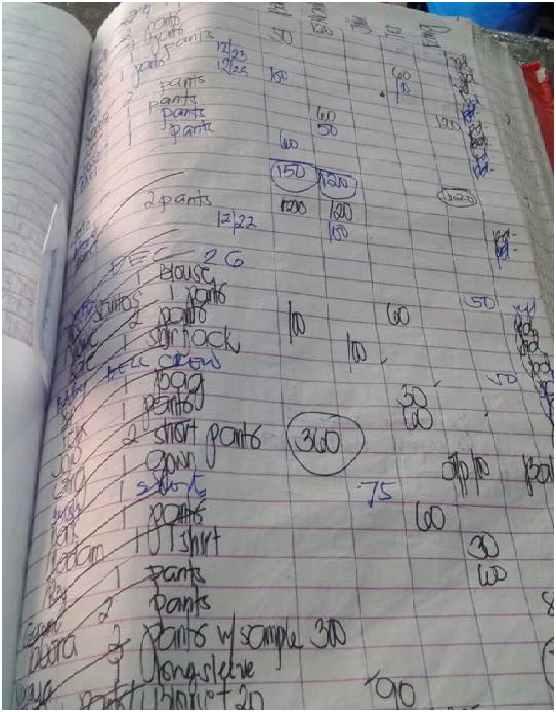


Figure C-2. Tailor shop logbook.

This is the logbook where all the orders are taken note of. This contains the garments to be mended, quantity, price, the tailor assigned to do the job, and if it was paid for already or not. This is handled by the supervisor of the tailoring shop or the general manager, if present.

The logbook follows the format seen below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Customer | Number of Garments | Type of Garment | Price | Paid |

The name of the customer is taken down, along with the type and quantity of the garment. The price is written underneath the column of the tailor that is handling the job. For the paid column, this would determine if the order is already paid for or if there is a remaining balance. If the customer name is has a check mark on it, it means that the order has already been claimed. As seen above, there are some values that are encircled. These encircled values mean that these orders are still not paid for.

**C-3. Standard Pricing List for Made to Order Garments**

As shown in Figure C-3 is the standard pricing used by the tailoring shop.

|  |  |  |
| --- | --- | --- |
|  | **Labor and Materials** | **Labor Only** |
| **Doctor's Gowns and Blazers** |  |  |
| **Short Sleeve** | 1200 | 500 |
| **Long Sleeve** | 1300 | 500 |
| **Smock Gown** | 1500 | 600 |
|  |  |  |
| **Corporate Blazers** |  |  |
| **Katrina w/o Lining** | 700 | 500 |
| **Wool Armani S,M,L** | 1200 |  |
|  |  |  |
| **Barong** |  |  |
| **Jusi w/o Lining** | 1500 | 800 |
| **Pina with Lining** | 3000 | 1500 |
| **Gusot Mayaman** |  |  |
| **Short** | 900 | 500 |
| **Long** | 1200 | 600 |
| **Soft & Smooth** |  |  |
| **Short** | 700 | 500 |
| **Long** | 900 | 600 |
|  |  |  |
| **Scrub Suits** |  |  |
| **La Coste** | 800 | 450 |
| **Katrina** | 600 |  |
|  |  |  |
| **Medical/School Uniforms (US Klopman)** | |  |
| **Blouse & Pants S,M,L** | 900 | 700 |
| **Blouse & Skirt** | 800 | 550 |
| **Polo & Pants S,M,L** | 900 | 700 |

Figure C-3. Standard Pricing List.

**C-4. Sample Job Order Receipt**

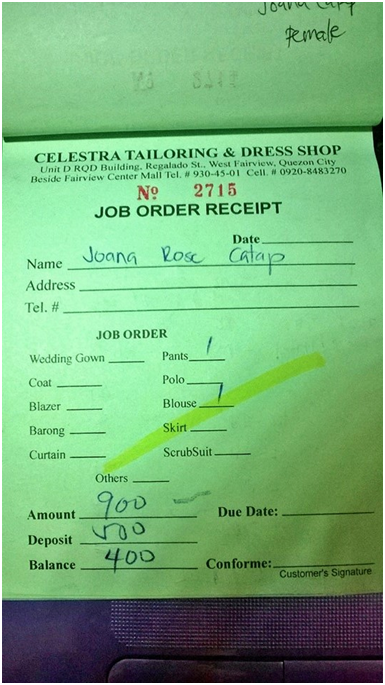


Figure C-4. Job Order Receipt.

This (Figure C-4) is the job order receipt that would be filled out when an order is placed. As we could see, the customer name is stated, along with the quantity of items ordered, the total amounted cost, the amount deposited and the balance left. This is filled out by either the general manager or the shop supervisor.

**Appendix D – References and Acknowledgement**

Mr. Fred Celestra, General Manager

Mrs. Beth Celestra, General Manager

Mr. Fredkyle Celestra, Management Trainee