

De La Salle University

College of Computer Studies

Software Technology Department

**<TENTATIVE NAME OF SYSTEM OR COMPANY NAME>**

SOFTWARE REQUIREMENTS SPECIFICATION

|  |  |
| --- | --- |
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| **Section** |  |
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**Table of Contents**

|  |  |
| --- | --- |
| 1. Executive Summary | 1-1 |
| 1. Overview | 2-1 |
| * 1. Existing Business Process | 2-1 |
| * 1. Data Requirements | 2-2 |
| * 1. Roles in the Business Process | 2-3 |
| 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> | 5-1 |
| Appendix A - Improved Business Process | A-1 |
| Appendix B - Interview Transcript | B-1 |
| Appendix C - Sample Forms and Reports | C-1 |
| 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 RHM Building along Regalado Avenue 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 load it into Wilcom Embroidery Software, which determines the colors of the string to be used for the design and programs the design it into the machines.

1. **Overview of the Business Process**

*This chapter presents the company’s business process. Included in this chapter are the following items:*

* *Description of the company’s existing process, for both sides of the business*
* *Data requirements as a part of the business process, for both sides of the business*
* *Different roles in the business process*

***2.1 Existing Business Process***

*The business has two parts, each having its own process. The following figures below will walk you through both of the parts.*

*The business process for retail tailoring can be visualized in the diagram shown in Figure 2-1.*

*Figure 2-1. Existing Retail Tailoring Business Process*

*The business process for embroidery orders can be visualized in the diagram shown in Figure 2-2.*

*Figure 2-1. Existing Embroidery Business Process*

***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).*

***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 Tailoring* * *Alteration* * *Embroidered Patches* |
| *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 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. | Using pen and paper as a means of tracking orders. | 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 satisfaction. This causes delay in processing of other impending orders. This would also cause them to lose profit. |
| 2 | Restocking | No proper inventory exists. They just 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. | 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. | Same as above. |
| 3 | Difficulty in tracking order progress | No assurance that all orders are logged into the notebook. | The business owner directly stated the issue. The one recording the orders may not list down the orders so that when they count the cash, it would not equate to the receipts issued. | 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 and 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 generate 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 answer every problem the clients wants to be solved.*
* *The system should be easier to understand and easier to navigate.*

1. **User Stories**

|  |  |
| --- | --- |
| **User Story #1:** The user will use a password to give him/her access to the system. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The system is running. | |
| **Scenario:**   1. The system prompts the user to choose from two different accounts. 2. The user inputs a password. 3. The system validates the password. 4. The system displays the main menu. | |
| **Post-condition:**  The user has successfully logged in. The main menu is displayed. | |
| **Acceptance Criteria:**   1. Test that if the password is correct, the main menu will show up. 2. If the password is incorrect, then main menu will not show up. | |

*This chapter presents the user stories included in the product backlog.*

|  |  |
| --- | --- |
| **User Story #2:** The user can view all the processed and impending orders. | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user needs to be in the main menu | |
| **Scenario:**   1. The user will choose the orders in the main menu 2. The system will display the orders list. | |
| **Post-condition:**  The user will see the list of orders. | |
|  | |

|  |  |
| --- | --- |
| **User Story #3:** The user can view the supply list | |
| **Estimate (Days):** | **Priority:** |
| **Pre-condition:** The user needs to be in the main menu | |
| **Scenario:**   1. The user will choose the supplies in the main menu 2. The system will display the supply list. | |
| **Post-condition:**  The user will see the list of supplies. | |
|  | |

|  |  |
| --- | --- |
| **User Story #4:**  The General Manager can look through the company's sales | |
| **Estimate (Days):** | **Estimate (Days):** |
| **Pre-condition:** The general manager needs to be in the main menu of his account. | |
| **Scenario:**   1. The GM should be logged in. 2. The GM will need to choose the sales in the main menu 3. The system will display the sales based on day. 4. The user can group sales by day, week or month. | |
| **Post-condition:**  The user will see the sales of the business. | |
| **User Story #4:**  The General Manager can look through the company's sales | |

**Appendix A – Improved Business Process**

*The improved business process for retail tailoring can be visualized in the diagram shown in Figure A-1.*

*Figure 2-1. Improved Retail Tailoring Business Process*

*The improved business process for embroidery orders can be visualized in the diagram shown in Figure 2-2.*

*Figure A-2. Improved Embroidery Business Process*

This software will serve as a stepping stone for the company to grow and expand. This would provide a more stable and efficient way of maintaining the data, even if the volume of orders grow, if its list of clientele were to widen. The business processes 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**

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?

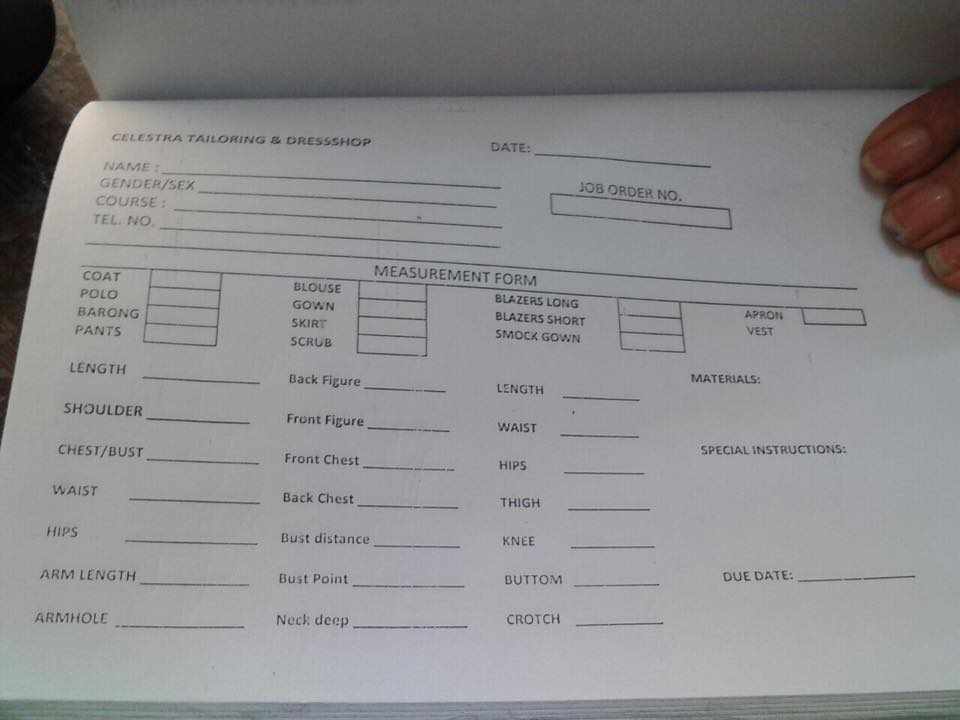
C – Feel free to text me if you need anything more, since you already know my number.

I – Once again, thank you for your help!

C – No worries. Thank you too!

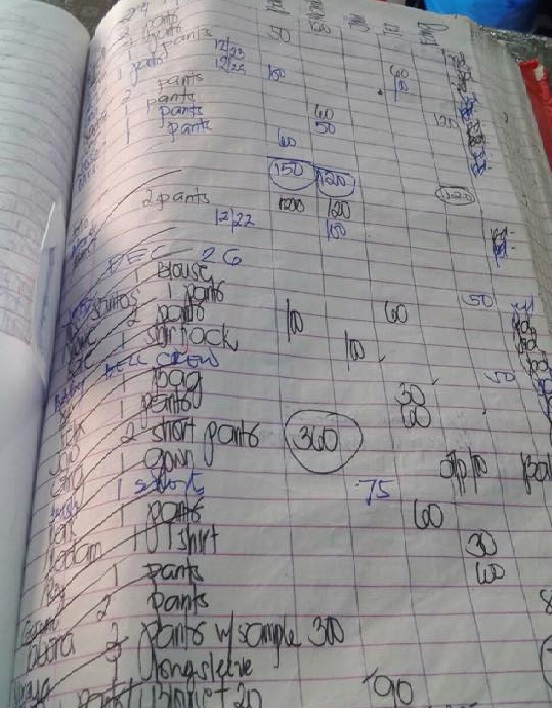
**Appendix C – Sample Forms and Reports**

*C-1. Measurement Form*

*The Measurement form is filled up when an order is made at the tailoring shop. This will contain all the measurements and specificities of the job. This would then be logged to C-2 found below. *

*C-2. Tailoring Shop Log Book*

*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.*

**

*C-3 Standard Pricing List for Tailoring*

*Below is the standard pricing used by the tailoring shop.*

|  |  |  |
| --- | --- | --- |
|  | **Made to Order** | **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 |

**Appendix D – References and Acknowledgement**

Mr. Fred Celestra, General Manager

Mrs. Beth Celestra, General Manager

Mr. Frrdkyle Celestra, Management Trainee