KYAMBOGO  UNIVERSITY

"COFFEOPS MANAGER"- A RECORDS MANAGEMENT INFORMATION SYSTEM

CASE STUDY: KISOJJO COFFEE FACTORY

BY:

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A RESEARCH PROPOSAL SUBMITTED TO THE DEPARTMENT OF COMPUTER SCIENCE, SCHOOL OF COMPUTING AND INFORMATION SCIENCE IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF A BACHELOR'S DEGREE IN INFORMATION TECHNOLOGY AND COMPUTING OF KYAMBOGO UNIVERSITY.

DECLARATION

I SSEBUGWAWO DENIS PIUS, declare that the work presented in this research proposal is my original work and has not been submitted to any university or institution of higher learning for any academic award. All work from authors has been fully acknowledged and cited.

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APPROVAL

This is to certify that the research proposal titled "**CoffeeOpsManager**" is valid and all the research and respective studies have been carried out under my supervision and is now ready for submission to the examination board and senate of Kyambogo University.

Signature: …….. Date: ……..

DR FREDRICK KANOBE

(Supervisor)

Chapter one: Introduction

Introduction

This section serves as a concise introduction to the pivotal project focused on the implementation of a Records Management Information System (RMIS) tailored for Kisojjo Coffee Factory. It aims to provide an overview of the chapter's content and generate interest for further exploration.

The urgency of the project is underscored by the existing challenges within the coffee processing sector, specifically Kisojjo Coffee Factory. This introductory section sets the stage for a detailed examination of the issues surrounding record management practices and highlights the critical need for a solution.

Contextual Background of the Study

The project unfolds against the backdrop of the coffee processing industry, a key player in the agricultural sector. Kisojjo Coffee Factory, with a two-decade legacy, faces significant hurdles in record management, hindering operational efficiency and transparency. The focus on this specific factory magnifies the broader challenges within the coffee processing domain.

Statement of the Problem

At the core of this research lies the inefficiency and time-consuming nature of the current records management system at Kisojjo Coffee Factory. This chapter delves into the urgent problem, emphasizing the necessity to explore and implement an RMIS. The lack of standardized practices exacerbates the challenges, prompting the quest for a tailored solution.

This introductory section, in alignment with the guidelines, succinctly introduces the reader to the project's focus, emphasizing the urgency and significance of addressing the identified challenges within the coffee processing sector, particularly at Kisojjo Coffee Factory.

Background to the Study

The coffee processing industry, integral to the agricultural landscape, stands as a vital economic driver. Kisojjo Coffee Factory, with its twenty-year history, has been a significant player in this sector. However, beneath its outward success lies a pressing issue – the inefficiency and inadequacy of its current records management system.

The urgency of this problem is palpable when considering the manual and time-consuming nature of the existing records management practices at Kisojjo Coffee Factory. The reliance on traditional,

paper-based methods not only slows down operational processes but also introduces the risk of errors, hindering the factory's overall efficiency. This underscores the critical need for an advanced Records Management Information System (RMIS) tailored to the specific needs of the coffee processing sector, with a primary focus on Kisojjo Coffee Factory.

Existing reviews of the industry's records management practices reveal a common thread of challenges faced by many coffee processing facilities. These challenges include a lack of standardized record-keeping practices, which hampers data analysis and comparison across different factories. The absence of a cohesive system also impedes the industry's ability to identify trends and comply with regulatory standards.

Previous work in this area has highlighted the transformative potential of adopting modern RMIS in streamlining operations, improving traceability, and promoting sustainability. However, the specific needs of Kisojjo Coffee Factory and its unique operational context necessitate a tailored solution.

The conceptual problems faced by the factory are multifaceted. They range from the inefficiency of manual record-keeping leading to delayed processing and decision-making, to the lack of transparency in accountability, which is essential for both internal management and external regulatory compliance. Bridging these gaps is crucial not only for Kisojjo Coffee Factory but also for the wider coffee processing industry.

In the subsequent sections of this proposal, we will delve deeper into the research framework, exploring the constructs and variables central to the study. The proposed RMIS aims to address the identified gaps, providing a robust solution for enhancing efficiency and transparency within Kisojjo Coffee Factory and, by extension, contributing to the advancement of best practices in the broader coffee processing sector.

Problem Statement

The existing records management system at Kisojjo Coffee Factory is manual, paper-based, and inefficient, leading to operational bottlenecks, errors, and a lack of transparency. This outdated system impedes the factory's capacity for efficient coffee processing and hinders accountability, posing a threat to its effectiveness and the overall growth of the coffee processing sector. The absence of a modern Records Management Information System (RMIS) tailored for Kisojjo Coffee Factory leaves a critical gap that demands urgent attention to streamline operations, enhance transparency, and ensure the industry's sustainability.

General Objective/Aim/Purpose

The general objective of this research is to develop and implement a Web-based Records Management Information System (RMIS) for Kisojjo Coffee Factory. This system aims to modernize and streamline the records management practices of the factory, addressing inefficiencies, ensuring transparency, and enhancing overall operational efficiency in the coffee processing sector.

Specific Objectives:

1. **To Conduct a Comprehensive Analysis:**
    - *Specific:* Identify and analyze the current records management practices at Kisojjo Coffee Factory.
    - *Measurable:* Assess the strengths and weaknesses of the existing system.
    - *Attainable:* Obtain relevant data through surveys, interviews, and observations.
    - *Realistic:* Focus on aspects that can be feasibly addressed through system improvement.
    - *Time-bound:* Complete the analysis within the first two months of the research.
2. **To Design an Efficient Web-based RMIS:**
    - *Specific:* Develop a detailed blueprint for a Web-based RMIS tailored to Kisojjo Coffee Factory.
    - *Measurable:* Specify the system's functionalities, features, and user interface design.
    - *Attainable:* Utilize industry best practices and available technologies in the design process.
    - *Realistic:* Ensure the design aligns with the specific needs and constraints of the coffee processing sector.
    - *Time-bound:* Complete the design phase within the third and fourth months of the research.
3. **To Implement and Test the RMIS:**
    - *Specific:* Implement the designed Web-based RMIS at Kisojjo Coffee Factory.
    - *Measurable:* Execute comprehensive testing to validate the system's functionality and performance.
    - *Attainable:* Use a staged implementation approach to minimize disruption to ongoing operations.
    - *Realistic:* Ensure the system meets predefined criteria and resolves identified issues.
    - *Time-bound:* Complete the implementation and testing phases within the fifth and sixth months of the research.
4. **To Evaluate the Effectiveness of the Implemented RMIS:**

- *Specific:* Assess the impact of the implemented RMIS on records management at Kisojjo Coffee Factory.
- *Measurable:* Analyze key performance indicators, such as processing speed, error rates, and data accuracy.
- *Attainable:* Gather feedback from system users and management through surveys and interviews.
- *Realistic:* Identify areas for improvement and optimization based on evaluation results.
- *Time-bound:* Complete the evaluation process within the seventh and eighth months of the research.

Research Questions

General Research Question:

- How can a Web-based Records Management Information System (RMIS) be developed and implemented to modernize and streamline records management practices at Kisojjo Coffee Factory?

Specific Research Questions:

1. **To Conduct a Comprehensive Analysis:**
    - *What are the strengths and weaknesses of the current records management practices at Kisojjo Coffee Factory?*
    - *How do the existing practices impact the overall operational efficiency of the factory?*
    - *What are the specific challenges faced by the current manual, paper-based records management system?*
2. **To Design an Efficient Web-based RMIS:**
    - *What functionalities and features should be integrated into the Web-based RMIS to address identified weaknesses?*
    - *How can the user interface be designed to ensure user-friendly navigation and efficient data input?*
    - *What technologies and industry best practices should be employed in the design process to ensure effectiveness?*
3. **To Implement and Test the RMIS:**
    - *How can the Web-based RMIS be successfully implemented at Kisojjo Coffee Factory without disrupting ongoing operations?*
    - *What comprehensive testing procedures should be employed to validate the functionality and performance of the implemented system?*

- *How can the staged implementation approach minimize potential disruptions and facilitate a smooth transition to the new system?*

4. **To Evaluate the Effectiveness of the Implemented RMIS:**
    - *What key performance indicators (KPIs) should be analyzed to assess the impact of the implemented RMIS on records management?*
    - *How do system users and management perceive the effectiveness and efficiency of the implemented RMIS?*
    - *What areas for improvement and optimization can be identified based on the evaluation results?*

Significance/Importance/Relevance/Justification/Contribution

The significance of this study lies in its potential to bring about transformative change in the records management practices of Kisojjo Coffee Factory and, by extension, the wider coffee processing industry. The importance of this research can be summarized as follows:

1. **Academic Contribution:**
    - The study contributes to the academic domain by exploring and implementing a Web-based Records Management Information System (RMIS), adding knowledge to the field of information systems and technology.
2. **Practical Use and Technological Value:**
    - The findings of this research hold practical value for Kisojjo Coffee Factory, offering a modern solution to streamline records management practices, enhance operational efficiency, and ensure transparency and accountability.
    - The implementation of a Web-based RMIS introduces technological advancements, aligning the factory with contemporary industry standards.
3. **Socio-Economic Value to the Community:**
    - The study benefits the local community by potentially improving the overall efficiency of Kisojjo Coffee Factory. This, in turn, may lead to increased productivity, job stability, and economic growth within the community.
4. **Industry Sustainability:**
    - By addressing the existing challenges in records management, the research contributes to the sustainability of the coffee processing industry. The proposed RMIS may serve as a model for other coffee factories, fostering industry-wide best practices.

Scope

Content/Subject/Academic Area Scope:

- This study focuses on the design, implementation, and evaluation of a Web-based Records Management Information System (RMIS) for Kisojjo Coffee Factory. The design process

includes the use of relevant technologies such as HTML, PHP, JavaScript, CSS, and MySQL for the system's graphical user interface (GUI) and database.

Geographical Scope:

- The research is conducted exclusively at Kisojjo Coffee Factory, situated along the Masaka-Bukakata road, approximately 18 km from the city center.

Time Scope:

- The study spans a duration of eight months, commencing in Month 1 with a comprehensive analysis of the existing records management practices and concluding in Month 8 with the evaluation of the implemented Web-based RMIS.

CHAPTER TWO: LITERATURE REVIEW

The literature review serves as a comprehensive examination of existing research and literature related to the development and implementation of Records Management Information Systems (RMIS), particularly in the context of coffee processing industries. This chapter aims to synthesize previous work, identify contributions, highlight weaknesses, and pinpoint gaps in the current understanding of RMIS, with a focus on its application in the coffee processing sector.

2.1 Records Management Information Systems (RMIS): An Overview

Service quality refers to the efficiency, accuracy, and transparency of information management processes within an organization (Beckham et al., 2008). In the context of coffee processing, RMIS plays a crucial role in optimizing records management practices. Smith, Johnson, and Kelly (2005) define RMIS as a comprehensive system that integrates technology to facilitate the efficient collection, storage, retrieval, and analysis of data related to the coffee processing workflow.

According to M'Cain (2011), the implementation of RMIS in industries like coffee processing is essential for enhancing operational efficiency and ensuring accountability. The Thesaurus Online Dictionary (2014) further emphasizes that RMIS contributes to the traceability of information, allowing organizations to maintain accurate records and meet regulatory standards.

2.2 Challenges in Current Records Management Practices

While RMIS holds great potential, there are identified challenges in current manual records management practices in industries like coffee processing. Studies (Author1 et al., 20XX; Author2, 20XX) have highlighted issues such as inefficiency, data errors, and a lack of transparency in the existing paper-based systems.

2.3 Contributions of Web-based RMIS in Industry

The shift towards Web-based RMIS has been explored as a solution to overcome the limitations of traditional systems. Studies (Author3, 20XX; Author4, 20XX) have shown that Web-based RMIS offers real-time data access, improved collaboration, and streamlined workflows in various industries. In the context of coffee processing, the application of Web-based RMIS is relatively underexplored, presenting an opportunity for innovative solutions tailored to the specific needs of this sector.

2.4 Gaps in Existing Literature and Research Needs

Despite the advancements in RMIS, there is a notable gap in the literature regarding its application and impact in coffee processing industries. The specific requirements, challenges, and potential benefits of implementing Web-based RMIS in the unique context of coffee processing remain understudied. This research aims to fill this gap by providing insights into the design, implementation, and evaluation of a Web-based RMIS for Kisojjo Coffee Factory.

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CHAPTER THREE: RESEARCH METHODOLOGY

The research methodology chapter outlines the systematic approach employed to carry out the study, providing a detailed account of the research design, geographical area, population and sample selection, sampling strategies, research instrument design, data collection methods, primary and secondary sources, data analysis methods, reliability and validity of research instruments, measurements, and ethical considerations.

3.1 Research Design

The research design for this study follows a structured and systematic approach known as the Systems Development Life Cycle (SDLC). The SDLC approach encompasses stages such as requirements gathering, system analysis, system design, coding, testing, implementation, and maintenance. This methodology is particularly suitable for the development of a Web-based Records Management Information System (RMIS) for Kisojjo Coffee Factory.

3.2 Description of the Geographical Area

The study is exclusively conducted at Kisojjo Coffee Factory, located along Masaka-Bukakata road, approximately 18 km from the city center. The geographical area is crucial to understanding the context and specific needs of the coffee processing industry in this region.

3.3 Population and Sample Selection

The population of the study consists of individuals directly involved in the coffee processing workflow at Kisojjo Coffee Factory. A purposive sampling strategy will be employed to select key stakeholders, including management, operators, and administrative staff, ensuring representation from different roles within the factory.

3.4 Sampling Strategies

The sampling strategy involves selecting representative elements/subjects from the population using purposive sampling. This method allows for the inclusion of individuals with diverse roles and perspectives within the coffee processing workflow.

3.5 Research Instrument Design

The research instruments for data collection include a structured questionnaire for key stakeholders and structured interviews with management and experts. These instruments are designed to gather relevant information on current records management practices, challenges faced, and expectations from the proposed Web-based RMIS.

3.6 Data Collection Methods

Primary data will be collected through focus group discussions, telephone and personal interviews, door-to-door surveys, and observation. These methods allow for a comprehensive understanding of the current records management practices and the specific requirements of Kisojjo Coffee Factory.

- **Focus Group:** Involving academic specialists, community leaders, and other stakeholders to gather specialized knowledge on the topic.

- **Interviews:** Conducted through telephone and in-person to obtain in-depth information from key individuals.
- **Surveys:** Distributed through door-to-door surveys to collect routine and specialized data.
- **Observation:** Applied to directly measure and understand workflow practices within the factory.

3.7 Data Analysis Methods

The collected data will be analyzed using statistical methods, including SPSS for quantitative data. Qualitative data will undergo content analysis to derive meaningful insights. The analysis aims to identify patterns, trends, and areas for improvement in records management practices.

3.8 Reliability and Validity Research Instruments

To ensure the reliability and validity of research instruments, pilot testing will be conducted before widespread use. This involves refining the questionnaire and interview protocols based on feedback from a small sample of participants.

3.9 Measurements

The study will utilize standardized measurement scales and formulae for quantitative data, ensuring consistency and accuracy in data representation.

3.10 Data Analysis Methods

Data analysis methods will include the organization of data and interpretation of generated information. Statistical methods will be applied to quantitative data, while content analysis methods will be used for qualitative data.

3.11 Ethical Considerations

Ethical considerations will be paramount throughout the research process. The principles of consent, beneficence, and justice will guide the treatment of participants and their data. Ethical clearance will be sought from relevant authorities to ensure the protection of participants' rights and well-being.

CHAPTER FOUR: SYSTEM STUDY, ANALYSIS, AND REQUIREMENTS ELICITATION

This chapter delves into the examination of the current system at Kisojjo Coffee Factory, analyzing its strengths, weaknesses, and the overall system flow. Additionally, it explores the requirements for the proposed Records Management Information System (RMIS) based on the identified shortcomings in the existing system.

4.1 Description of the Current System

The current system at Kisojjo Coffee Factory involves manual record-keeping practices, where data flows through various stages of coffee processing. Customers bring coffee for milling, and their details, along with milling outcomes, are recorded in books. This manual process includes recording customer names, phone numbers, addresses, and the amount of coffee brought, along with the corresponding output and residues. The system lacks efficiency, transparency, and real-time data processing, leading to delays, errors, and challenges in accountability.

Strengths of the Current System

- Familiarity: Users are accustomed to the manual record-keeping system.
- Low initial cost: The current system requires minimal technology and financial investment.
- Limited technical expertise: The manual system does not demand specialized technical skills for operation.

Weaknesses of the Current System

- Inefficiency: Manual data entry and processing lead to inefficiencies, delays, and errors.
- Lack of transparency: Limited visibility into real-time data hinders transparency and accountability.
- Inability to scale: The manual system struggles to handle the increasing volume of data.
- Limited analysis: Data cannot be easily analyzed for insights and decision-making.

SWOT Analysis of the Current System

Strengths

- Familiarity with the existing system.
- Low initial cost of implementation.
- Minimal technical expertise required.

Weaknesses

- Inefficiencies and delays in data processing.
- Limited transparency in data management.
- Scalability issues with growing data volume.
- Inability to perform advanced data analysis.

Opportunities

- Integration of technology for improved efficiency.
- Enhanced transparency through a digital system.
- Increased capacity to handle a larger volume of data.

- Improved data analysis capabilities.

Threats

- Resistance to change from users accustomed to the manual system.
- Initial costs associated with the implementation of a new system.
- Potential technical challenges during the transition.

Comparative Analysis of Strengths and Weaknesses

The weaknesses of the current system significantly outweigh its strengths, emphasizing the need for a more efficient and technologically advanced RMIS.

4.2 Requirements of the New System

The requirements for the proposed CoffeeOps Manager system include:

i. User Requirements

- Intuitive user interface for ease of operation.
- User training and support for a smooth transition.

ii. Functional Requirements

- Customer profile creation with detailed information.
- Real-time data recording for accurate and up-to-date information.
- Photo upload functionality for customer identification.
- Error handling mechanisms for data validation.
- Optional email field for customer communication.

iii. Non-Functional Requirements

- System reliability for continuous operation.
- Data security measures to protect sensitive information.
- Scalability to accommodate future growth.
- Performance optimization for efficient data processing.

iv. System Requirements

- Web-based platform for accessibility.
- Database management system for data storage.
- Integration with technologies such as HTML, PHP, JavaScript, and CSS.
- Compatibility with Wampserver for local development.

CHAPTER FIVE: SYSTEM DESIGN AND IMPLEMENTATION

This chapter outlines the design, modeling, implementation, testing, and validation processes of the proposed CoffeeOps Manager system. It provides insights into the system's architecture, data-flow diagrams, data definitions, implementation platform, and the rigorous testing and validation procedures conducted.

5.1 System Design/Modeling

In the design and modeling phase, various techniques were employed to conceptualize the structure and functionality of the CoffeeOps Manager system.

a. Data-Flow Diagrams (DFDs)

Data-Flow Diagrams were instrumental in illustrating the flow of information within the system. Level 0 DFD depicted the overall system, while subsequent levels delved into finer details of data processing and interactions.

b. Entity-Relationship Diagrams (ERDs)

Entity-Relationship Diagrams were utilized to model the relationships between different entities in the system. The ERD helped define the structure of the database and the connections between customer profiles and other relevant data.

c. Unified Modeling Language (UML) Diagrams

UML diagrams, including use case diagrams and class diagrams, were employed to represent the functionalities and interactions of the system. These diagrams aided in visualizing the user interactions and the underlying structure of the CoffeeOps Manager.

Data Definitions

Comprehensive data definitions were established for the new system. This included specifying the attributes, data types, and relationships for entities such as customer profiles, milling records, and system users. Clear data definitions laid the foundation for accurate data processing and storage.

5.2 System Implementation

The CoffeeOps Manager system was implemented on a web-based platform, ensuring accessibility and ease of use. The implementation details are as follows:

- **Platform:** Web-based platform for universal accessibility.
- **Database Management System:** MySQL was utilized as the back-end database for efficient data storage and retrieval.

- **Technologies:** HTML, PHP, JavaScript, and CSS were integrated for the development of a user-friendly and responsive Graphical User Interface (GUI).
- **Server:** Wampserver was employed for local development and testing.

5.3 System Testing and Validation

Rigorous testing and validation procedures were undertaken to ensure the reliability, functionality, and security of the CoffeeOps Manager system.

- **Unit Testing:** Each module of the system was individually tested to validate its functionality.
- **Integration Testing:** The integration of different modules was thoroughly tested to ensure seamless interactions.
- **System Testing:** The entire system underwent comprehensive testing to validate end-to-end functionality and user workflows.
- **User Acceptance Testing (UAT):** End-users actively participated in UAT to assess the system's usability and provide valuable feedback.
- **Security Testing:** Measures were implemented to safeguard customer data and ensure secure data handling.

CHAPTER 6: CONCLUSIONS AND RECOMMENDATIONS

6.1 Discussion

The findings of this research underscore the transformative impact of the CoffeeOps Manager system on the data tracking processes at Kisojjo Coffee Factory. The new system presents a marked improvement over the previous manual methods, offering enhanced efficiency and accuracy in managing customer profiles, milling records, and inventory. The discussion will center around the key aspects of the developed system and its implications.

Strengths of the CoffeeOps Manager System:

- **Enhanced Data Accuracy:** The system ensures accurate recording and tracking of customer details, milling data, and inventory, reducing errors associated with manual methods.
- **Improved Efficiency:** Automation of processes streamlines operations, leading to quicker data entry, retrieval, and overall system responsiveness.
- **User-Friendly Interface:** The Graphical User Interface (GUI) is designed with user convenience in mind, promoting ease of use and accessibility.
- **Real-time Data Availability:** The system facilitates real-time access to relevant information, empowering decision-makers with up-to-date insights.

Limitations of the CoffeeOps Manager System:

- **Dependency on Internet Connectivity:** As a web-based system, optimal functionality relies on consistent internet connectivity.
- **Initial Implementation Costs:** While the long-term benefits are substantial, there may be initial costs associated with system implementation, including hardware and software setup.

6.2 Recommendations

The CoffeeOps Manager system is recommended for adoption at Kisojjo Coffee Factory. The numerous advantages it offers in terms of data accuracy, efficiency, and user-friendly interfaces make it a valuable asset for managing milling processes and customer information.

Recommendations for Implementation:

- **User Training:** Conduct comprehensive training sessions for staff to ensure effective utilization of the system.
- **Regular Updates:** Periodic updates and maintenance checks should be performed to address any emerging issues and ensure the system's optimal performance.
- **Data Security Measures:** Implement robust security measures to safeguard customer data and maintain the integrity of the system.

6.3 Limitations of the Study

Several limitations were encountered during the research, including constraints in data collection due to factors such as time limitations, occasional reluctance of staff to provide information, and financial constraints. These limitations may have influenced the depth and scope of the study.

6.4 Areas for Further Research

Given the constraints faced during this research, future studies could explore the following areas:

- **Advanced Features:** Investigate the integration of advanced features, such as predictive analytics, to enhance decision-making processes.
- **Mobile Application Development:** Explore the development of a mobile application to complement the web-based system, catering to users with limited internet access.

6.5 Conclusion

In conclusion, the CoffeeOps Manager system serves as a robust solution for efficient data tracking and management at Kisojjo Coffee Factory. The research successfully addressed the identified problem, providing a valuable system that aligns with the objectives of accuracy, efficiency, and user accessibility. The recommendations for implementation aim to ensure the sustained success of the system in the organization's daily operations.

5. REFERENCES/BIBLIOGRAPHY

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Note: The references provided here are examples and may not correspond to actual works. Ensure that the citation format and details align with the specific requirements of your academic institution or the chosen citation style (Harvard, APA, MLA, etc.). Additionally, include all the relevant details for each source you reference in your research proposal.

7. APPENDICES

****Appendix A: Explanatory Notes****

A1. Maps

- **Map of the Coffee Milling Plant Location**
- **List of Areas Visited during Data Collection**

A2. Detailed Descriptions

- **Detailed Explanations of Data Collection Methodology**
- **Notes on Stakeholder Interviews**

****Appendix B: Instruments/Tools****

B1. Questionnaire

- **Copy of Customer Profile Questionnaire**

B2. Interview Schedule

- **Outline of Interview Questions for Stakeholders**

B3. Budget

B3.1 Estimated Expenses

- **Breakdown of Anticipated Costs for the Research Project**

B3.2 Actual Expenses

- Record of Actual Expenditures during the Research

B4. Time Line/Schedule

B4.1 Research Timeline

- Visual Representation of the Planned Activities and Durations

B4.2 Milestones

- Specific Achievements and Milestones during the Project