

To design a membership management system that streamlines the registration, payment and administration process in order to replace the current system which requires physical efforts vs non digital, completed in adherence to the 1 million rand budget in a 3 month period.

## **Project Title:**

Project Name: Gym Membership Management System Project Authorised by Sam Whitley

## **Success Criteria Major deliverables:**

Ability to register for gym membership online

Ability to manage multiple gym memberships online

Ability to pay for gym membership online

Ability to view current active/non-active memberships

## **Acceptance Criteria:**

Enhanced personalized customer interactions

Simplistic registration/payment process

Easy to use user interface

Traceable memberships

## **Key Assumptions :**

The system will experience more traffic at early periods of the year and afternoons according to gym goers patterns.

Gym goers demographics vary so introducing the system will take time and equate to low user count for the initial launch period.

A website/application must be made to ensure access on various platforms.

The membership should easily integrate to current on premise systems validating members such as etags

## **Key Constraints:**

Migrating current memberships will be timely.

Users may resist the adaption persistently.

The system has to be completed within 3 months.

The 1 million rand budget may not be sufficient to accommodate the whole project.

## **Stakeholder approval:**

Sam Whitley	Sponsor	29/03/2021	S.m
Horris Abraham	Project Manager	29/03/2021	H.T