# **The OKA management system based on PIECES Framework**

**P- Performance**

* Users are expected to search and update kayaks and load schedules among others, which demands prompt response of the system.
* The guides and the staff working on tours cannot be delayed due to smooth navigation on the calendar and rapid data loading.
* The effective management of real-time kayak availability changes such that viewers can be aware of current availability.

**I-Information**

* Precise, current, and pertinent information about the kayak availability, booking and reservation by the customers, schedule and maintenance.
* Simplified dashboard, clear summary cards, and reports detail.
* The possibility of searching and filtering the data to waste no time in locating the desired reservation, kayaks, or customer.
* Staying with status badges (green, yellow, red, gray) to have instant visual information of kayak status.

**E- Economics**

* Assists to eliminate the paperworks by computerizing registrations, hiring and storing.
* Reduces expenses due to organizing the maximum use of kayaks and reservation periods in terms of repairing them.
* Assists in decision-making as it provides the owners revenue and usage reports that could assist with setting up promotions or increasing options.

**C -Control**

* The access control remains, so that any actions such as updating kayak info or deleting reservations can be done only by authorized users (Debbie, John, Janet).
* Before serious actions such as cancel booking or removing data, they must ensure confirmation to avoid mistakes through the use of confirmation dialogs.
* Audit trails(logs -when available) to perform scheduling/reservation changes to point out accountability.

**E- Efficiency**

* Efficient processes: new reservations are created relatively fast, and it is easy to update the stock and unify calendar views.
* The tooltips, and consistent UI design reduce the amount of time spent on training the staff.
* Automatic reminders/notifications of concurrent bookings, maintenance or customer follow ups.

**S-Service**

* Prevents possible customer dissatisfaction as they could make reservations and receive explicit confirmation of the availability of kayaks in time.
* The elaborated customer profiles aid in the customization of the service and the handling of preferences.
* A customer activity report helps to track loyal customers and to enhance marketing activities.