

COMP433 - SOFTWARE ENGINEERING

Phase 1: project definition



Case study : 1- carpet shop

Group number: G11

Team members:

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Business description:

Our business revolves around purchasing and selling a wide selection of carpets from all types, shapes and sizes, handcrafted and locally manufactured and imported. Moreover, we offer our customers a convenience in selection, purchase, and delivery processes.

Services provided:

- ❖ **Selling/Retail:** we offer a diverse range of high-quality carpets, catering to various styles, preferences, and budgets. customers get to explore our massive collections in our showrooms.
- ❖ **Delivery:** we provide convenient delivery services to ensure our customers receive their carpets right to their doorstep.
- ❖ **Payment methods:** customers can choose from different payment options, including cash, card and installment plans.
- ❖ **Consultation and Coordination for designs:** we offer expert consultation and coordination services, assisting customers in selecting the perfect carpet design to complement their spaces
- ❖ **Imports and exports:** we engage in international trading to source high-quality carpets globally, while also offering export services for locally made carpets
- ❖ **Cleaning service (dry clean):** we provide professional cleaning services, we pick up the carpets right from your doorsteps and bring them back fresh and clean.
- ❖ **Exchange:** we provide hassle-free exchange policy, to allow customers to exchange the carpets with the specified period if they are unsatisfied with their choice
- ❖ **Installation:** a professional team ensures a smooth installation for the carpets with the best results.
- ❖ **Online service (e-shop):** customers get to conveniently browse and purchase carpets through our e-shop , while enjoying the same quality and services as in store shopping.
- ❖ **Customer service:** we prioritize customer satisfaction, response to inquiries, and on-going support to ensure a seamless shopping experience.
- ❖ **Restore and re-sell**

Capacities:

- **Customers:** our business has 20-30 customers come visit daily whether it is to buy or look around and from 200-300 customers monthly
- **Types of products:** our business offers carpets in various types such as : Persian rugs, wool rugs , synthetic carpets, hand-knitted carpets, machine woven carpets, silk carpet , shag carpets, etc....
- **Sales:** our business typically sells around 5-10 carpets daily, and around 100-200 carpets monthly, we should also note that our business sales might vary depending on the season

Business process:

The process starts by the **customers arriving** at our store. The **Consultation** happens between the customer and the sales representatives to be able to get the customers' requirements and needs, so they give them recommendations. The customer selects the suitable carpet that fits their requirements, and provides any additional service they might need. Then they move to the reception area where the customer makes the **purchase** and chooses the most suitable **payment method** for them. And finally, upon payment, they discuss if they want **delivery or in-store pickup**, and request installation team if needed.