**G2**

Chain Supply System

Vision

Version <1.0>

Revision History

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Vision

# Introduction

*The purpose of this document is to collect, analyze and define high-level needs of the Supply Chain System. It focuses in the needs we believe a supply chain business should take into account in order to approach the most efficient way of transporting containers. Throughout the use-cases we will describe how these needs will be fulfilled by our Supply Chain System.*

## 1.1 Purpose

*In this document, we will manage to define with detail the needs of a supply chain business in order to fulfill their tasks in the most efficient way. State all the advantages that our system will provide to the business. Describe all the different users that the system will have and what each of them can do. Provide a comparison to alternatives and competition. Moreover, we will go over the product capabilities, cost and pricing.*

## 1.2 Scope

*This document is associated with a project consisting of creating a supply chain system. It provides communication between a product owner and a company willing to transport this type of product. Here it will be shown the stakeholders and users involved in this system and an overview of the service, its characteristics and a manual on how to use it.*

## 1.3 Definitions, Acronyms, and Abbreviations

*Not applicable.*

## 1.4 References

*Alistair, C. (2001) WRITING EFFECTIVE USE CASES. Atlanta, Georgia: Addison-Wesley.*

## 1.5 Overview

*This document will be describing in depth the position this project will have in the marketplace, the stakeholders who will be supporting this project as well as their characteristics and an overview of the product itself, including its features, constrains quality and requirements.*

# 

# 2 Positioning

## 2.1 Business Opportunity

*By applying this project to any supply chain business, the company may be able to improve their time and space efficiency, particularly by optimizing the amount of space available in each container. In this way, the time spent in different trips will be reduced along with the gas consumption whereas the quality of the products remain the same. This system will also reduce the resources spent in renting numerous containers.*

## 2.2 Problem Statement

|  |  |
| --- | --- |
| The problem of | *Lack of optimization in the distribution of items throughout the containers used in transport.* |
| affects | *Owners and Stockholders.* |
| the impact of which is | *Monetary/Economic.* |
| a successful solution would be | *- Space optimization in containers*  *- Weight optimization*  *- Route optimization* |

## 

## 2.3 Product Position Statement

|  |  |
| --- | --- |
| For | *Supply Chain Businesses* |
| Who | *Need efficiency* |
| The Supply Chain System | *is a system* |
| That | *optimizes container management* |
| Unlike | *our competitors* |
| Our product | *maximizes the efficiency* |

# 3. Stakeholder and User Descriptions

*Our stakeholders are mainly differentiated in 4. Owners of the company, Owners of the depots, Owners of the containers and containers charging employees.*

## 3.1 Market Demographics

*The market of logistic systems is large yet, most systems use a similar algorithm that make them very much alike. There are not a lot of growth within the system suppliers however the number of potential users are continuously increasing. Introducing a new system on the market may be hard at first since the cost of changing an already existing system demands an investment. G2 has a good reputation with satisfied customers with the economical possibilities to invest in a new system. The new system will be highly functional and efficient and will therefore strengthen the already existing positioning on the market.*

## 3.2 Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| *Logistics ltd.* | *A multinational supply chain business* | * *Ensures that products arrive on the specified time* * *Products arrive in good condition* |
| *H&M Holdings* | *A multinational clothing concern with facilities worldwide.* | * *Ensures that the system will be used in North and South America* * *Approves funding of the development process* |

## 

## 

## 3.3 User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| *Client* | *Are the ones which have some type of product and want to transport it.* | *Clients will need to specify:*   * *extent: international, national* * *type of product* * *type of container* * *type of transport* | *H&M Holdings* |
| *Business* | *Are the companies which provide transport* | *Businesses will need to specify:*   * *zone* * *door to door service* * *warehouse service* | *Logistics ltd.* |

## 3.4 User Environment

* *The number of people involves completing this task is not changing*
* *The task cycle time not changing yet including more products → more effective*
* *There may be environmental concerns regarding the weather and condition to travel.*

## 3.5 Stakeholder Profiles

### H&M Holdings

|  |  |
| --- | --- |
| **Representative** | *H&M Holdings are the main supplier of the funding of the development of the logistic system.* |
| **Description** | *Client that need to transport clothes.* |
| **Type** | *Business.* |
| **Responsibilities** | *Financial supply.* |
| **Success Criteria** | *Success is defined by a more cost efficient system that will reduce the costs of transportation of the material and final products. H&M Holdings will experience an even greater financial improvement within a year of usage.* |
| **Involvement** | *H&M Holdings will take part of the reviewing of the requirements as well as the half time testings and the final testing of the system.* |
| **Deliverables** | *The system should be developed first and foremost for usage within North and South America, furthermore with possibilities of implementation worldwide.* |

## 3.6 User Profiles

### Client

|  |  |
| --- | --- |
| **Representative** | *H&M Holdings* |
| **Description** | *A company or individual who wants to transport a product.* |
| **Type** | *Casual, not necessarily with technical background.* |
| **Responsibilities** | *Listed earlier.* |
| **Success Criteria** | *Quick transport and products arrive in excellent condition.* |
| **Involvement** | *They request a service of transport.* |
| **Deliverables** | *Non existent.* |
| **Comments / Issues** | *No comments.* |

*Business*

|  |  |
| --- | --- |
| **Representative** | *Logistics ltd.* |
| **Description** | *A company which transports a product.* |
| **Type** | *Expert in transportation.* |
| **Responsibilities** | *Listed earlier.* |
| **Success Criteria** | *Quick transport and the products arrive in excellent condition.* |
| **Involvement** | *They provide a service of transport.* |
| **Deliverables** | *Non existent.* |
| **Comments / Issues** | *No comments.* |

## 3.7 Key Stakeholder or User Needs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| Difficulty finding a business to transport product | 9 | If the company contacted is secure. | To contact a company that transports products. | | Find it in the system being developed. |
| Being a transport company and finding a customer | 10 | Not being able to find a customer. | To contact possible customer through email or another source of communication. | | Find it in the system being developed and, when found, have a meeting. |

## 3.8 Alternatives and Competition

*An alternative would be searching for the product and once a producer is found, organize the distribution directly. One would have to enquire the other about everything which would be time consuming. Nevertheless, other logistic systems are available on the market yet with far lower efficiency and security.*

# 

# 4. Product Overview

## 4.1 Product Perspective

*The product is a system for a service that provides the necessary guidance for the user to choose the appropriate company to transport whatever they need to. The service are independent from any transporting company, which means users will not be encouraged to choose one company or the other.*

## 4.2 Summary of Capabilities

**Table 4-1 Customer Support System**

|  |  |
| --- | --- |
| **Customer Benefit** | **Supporting Features** |
| Wide range of transporting companies. | Large database of almost every company in the transport business |
| Customer satisfaction is improved due to the high accuracy and security. | Products are uniquely itemized, classified and tracked throughout the resolution process. |
| Service is provided 24 hours a day, 7 days a week. | Arrangements are made through automatic, specifically designed software. Issues with the service are addressed by online customer service available to chat at any time. |
| Distributed support teams can work together to solve problems. | Replication server allows current database information to be shared across the enterprise. |
| Customers can help themselves, lowering support costs and improving response time. | Knowledge base can be made available over the Internet. Includes hypertext search capabilities and graphical query engine. |
| Super easy-to-use software | The application is designed for everybody to be able to use it without any prior knowledge, with guided tutorials on how everything works. |

## 4.3 Assumptions and Dependencies

*This service tries to be as independent as it is possible, though it is hard to detach from the transporting companies. As long as the companies are willing to cooperate, the service offered should be quick and efficient. But it is common to encounter problems so this service tries to look for all the alternatives available. There is no need for prior knowledge to enable usage of the application. Every user connected to internet and with a valid email address will be able to use the application comfortably.*

## 4.4 Cost and Pricing

*The cost of holding an user account within the application will always remain unchanged, independently of the product being transported. The cost of the transportation itself will be organized during the arranged meeting and will therefore not be involved in this system.*

## 4.5 Licensing and Installation

*No other installation software is needed.*

# 5. Product Features

## 5.1 Customer assistance

*Any problem with our product should be reported to our team, which will be in touch immediately. Customer service is of vital importance to the future development of the product, since it is developed with the user in mind.*

## 5.2 Easy-to-use interface

*The idea behind our best developers and designers is the simplicity of the service, the easier the better. It should not be any problem to any of our customers and it comes well fit to provide with anything one would like.*

**5.3 Database reliability & maintenance**

*This project is designed from the bottom-up, seeing the back-end as the core of our product. This means that everything is designed around it. There are no problems expected to be reported regarding any misunderstanding in the database. Nevertheless, if so would happen, there are a highly competent team available to solve any upcoming problem immediately.*

5.4

# 6. Constraints

* *The system cannot predict the cost of the transportation, it only provides a means of communication between clients and businesses willing to deliver that product.*
* *The meeting may be arranged over email yet there is no guarantee that both parties involved will assist.*

# 7. Quality Ranges

# *Not applicable.*

# 8. Precedence and Priority

*[Define the priority of the different system features.]*

# 9. Other Product Requirements

## 9.1 Applicable Standards

*Needs platform compliance standards (Windows, UNIX, macOs).*

## 9.2 System Requirements

*Not applicable.*

## 9.3 Performance Requirements

*Not applicable.*

## 9.4 Environmental Requirements

*Not applicable.*

# 

# 10. Documentation Requirements

## 10.1 User Manual

*A user manual will follow this system of a length similar to the previous version of logistic system from G2. Attention will be paid to the updated features as well as the new and special functions. Yet, to enable first time users the manual should be complete which demands a large number of content with a great level of detail.*

## 10.2 Online Help

*An online help service system will be introduced along with the release of the logistic system. The help service will be continuously updated to enable users to solve problems without direct help from an assistant. Until the online help service system is fully developed the need for assistance over phone will be available.*

## 10.3 Installation Guides, Configuration, and Read Me File

*The manual will include an installation guide with detailed instructions of how to make the installation. A summary of the updated and added features will also be attached to the manual, a so called “read me file”.*

## 10.4 Labeling and Packaging

*Not applicable.*

# A Feature Attributes

*[Features are given attributes that can be used to evaluate, track, prioritize, and manage the product items proposed for implementation. All requirement types and attributes need to be outlined in the Requirements Management Plan, however, you may wish to list and briefly describe the attributes for features that have been chosen. The following subsections represent a set of suggested feature attributes.]*

## A.1 Status

*[Set after negotiation and review by the project management team. Tracks progress during definition of the project baseline.]*

|  |  |
| --- | --- |
| Proposed | *[Used to describe features that are under discussion but have not yet been reviewed and accepted by the "official channel," such as a working group consisting of representatives from the project team, product management, and user or customer community.]* |
| Approved | *[Capabilities that are deemed useful and feasible, and have been approved for implementation by the official channel.]* |
| Incorporated | *[Features incorporated into the product baseline at a specific point in time.]* |

## A.2 Benefit

*[Set by Marketing, the product manager or the business analyst. All requirements are not created equal. Ranking requirements by their relative benefit to the end user opens a dialog with customers, analysts, and members of the development team. Used in managing scope and determining development priority.]*

|  |  |
| --- | --- |
| Critical | *[Essential features. Failure to implement means the system will not meet customer needs. All critical features must be implemented in the release or the schedule will slip.]* |
| Important | *[Features important to the effectiveness and efficiency of the system for most applications. The functionality cannot be easily provided in some other way. Lack of inclusion of an important feature may affect customer or user satisfaction, or even revenue, but release will not be delayed due to lack of any important feature.]* |
| Useful | *[Features that are useful in less typical applications will be used less frequently or for which reasonably efficient workarounds can be achieved. No significant revenue or customer satisfaction impact can be expected if such an item is not included in a release.]* |

## A.3 Effort

*[Set by the development team. Because some features require more time and resources than others, estimating the number of team or person-weeks, lines of code required or function points, for example, is the best way to gauge complexity and set expectations of what can and cannot be accomplished in a given time frame. Used in managing scope and determining development priority.]*

## A.4 Risk

*[Set by development team based on the probability the project will experience undesirable events, such as cost overruns, schedule delays or even cancellation. Most project managers find categorizing risks, as high, medium, and low, is sufficient, although finer gradations are possible. Risk can often be indirectly assessed by measuring the uncertainty (range) of the projects team’s schedule estimate.]*

## A.5 Stability

*[Set by the analyst and development team, this is based on the probability that features will change or the team’s understanding of the feature will change. Used to help establish development priorities and determine those items for which additional elicitation is the appropriate next action.]*

## A.6 Target Release

*[Records the intended product version in which the feature will first appear. This field can be used to allocate features from a* ***Vision*** *document into a particular baseline release. When combined with the status field, your team can propose, record, and discuss various features of the release without committing them to development. Only features whose Status is set to Incorporated and whose Target Release is defined will be implemented. When scope management occurs, the Target Release Version Number can be increased so the item will remain in the* ***Vision*** *document but will be scheduled for a later release.]*

## A.7 Assigned To

*[In many projects, features will be assigned to "feature teams" responsible for further elicitation, writing the software requirements, and implementation. This simple pull-down list will help everyone on the project team to understand responsibilities better.]*

## A.8 Reason

*[This text field is used to track the source of the requested feature. Requirements exist for specific reasons. This field records an explanation or a reference to an explanation. For example, the reference might be to a page and line number of a product requirement specification or to a minute marker on a video of an important customer review.]*