

# PROJECT ANALYSIS.

## BUSINESS CONCEPT OF A DELIVERY COMPANY.

CLASS P-CB-CMK.

GROUP - 05.

07/12/2020.

## TABLE OF CONTENTS

<u>BUSINESS CONCEPT OF A DELIVERY COMPANY. ....</u>	<u>1</u>
<u>BUSINESS MODEL CANVAS .....</u>	<u>3</u>
<u>FLOWCHART .....</u>	<u>5</u>
<u>BUDGET .....</u>	<u>6</u>
<u>PROJECTREADER BASED .....</u>	<u>7</u>
<u>CONCLUSION .....</u>	<u>21</u>
<u>CITETIONS.....</u>	<u>23</u>
<u>RESOURCES .....</u>	<u>24</u>

## BUSINESS MODEL CANVAS

This project outline will show our general business concept, including regulations of information, and provide details based on our future work and approach. As the first steps of our project, we will declare an application set that we will implement into our project that will include: website and databases. This will apply as a solution for our main issue in regards to our users that are facing a colossal crisis and safety insecurity during this horrible timing with a global pandemic. Our team will provide more depth of a concept in later steps that can be seen on other pages. Website and a database will implement the delivery company that will provide needed supplies for a student building within a hundred sixty students that are facing concerns on their safety and safety of others due to their accommodation facilities. Therefore, our delivery services will be able to deliver needed supplies for students which they picked on our website and in which we got needed information to support it from the website and its database.

To declare our budget abilities, we provided a simple concept of a business model that will support us through our work process and on which we can rely to build a successful analysis and a workflow.

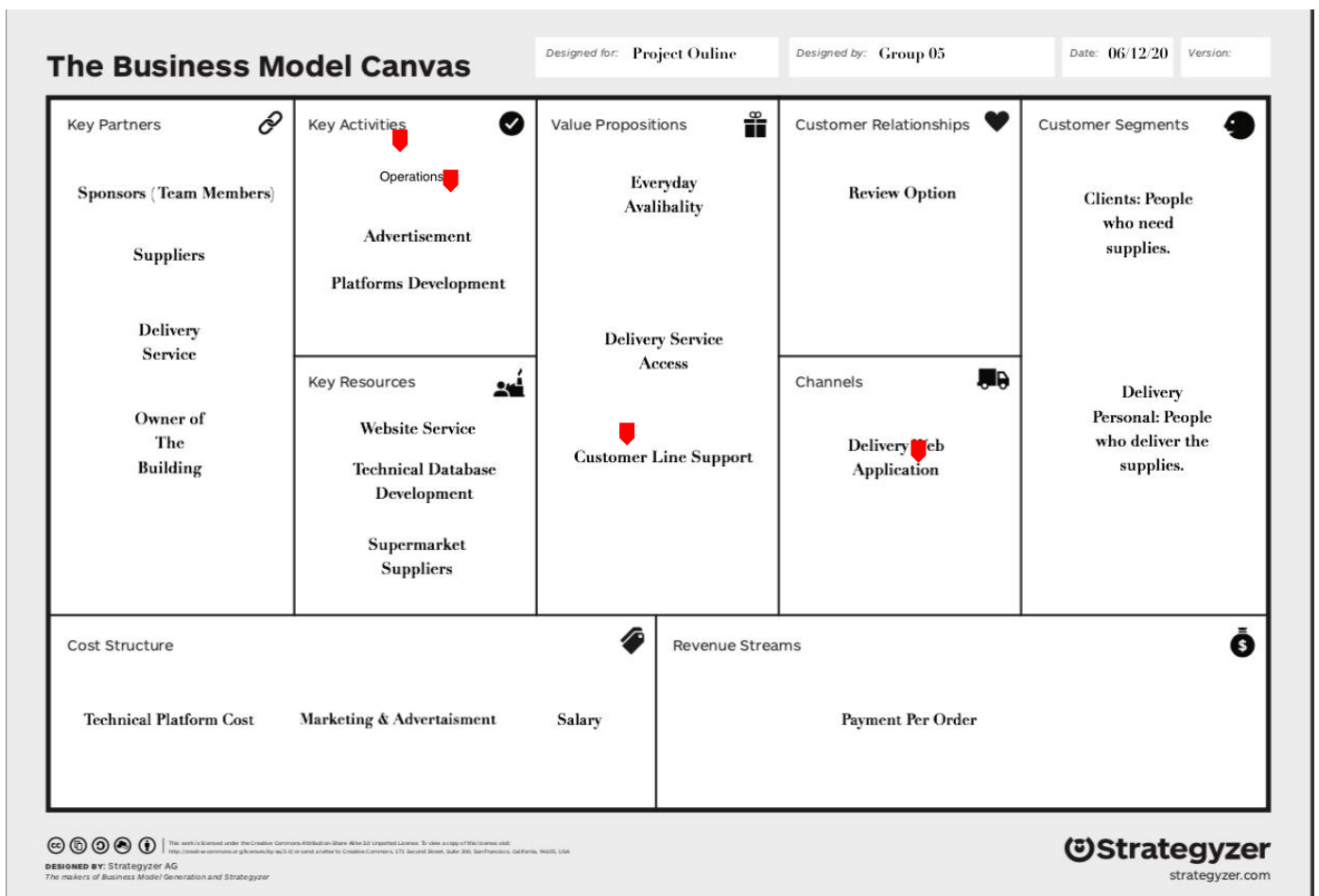


Figure 1: Business Model Canvas.



Business model canvas is a helpful tool that worked as guidelines for us to make our concept distinct and understandable for ourselves. Due to that, we started by mentioning our key activities that were indicated, as operations, advertisement, and platform development. By that, our operations will apply to our added value, the advertisement will be placed on the way we will promote our application and delivery services. And platform development is our generation for the website and databases. For the next step, we identified the resources of our plan, which were website service, technical database development, and supermarket suppliers. These are the inputs that we will use to create our value proposition. By website service, we will implement our devices, extra tools, and programming language to be able to place it in a work process. By database development we will implement our devices, a SQL and theory knowledge to work it through, and for the supermarket suppliers, it will include itself supermarkets storage, owners and an early pick up by that we will be able to perform our delivery services and supply our customers. Then we moved to declare our value propositions that were conventional availability, delivery service access, and customer line support. Value propositions are agreements and reasons for convincing a client to use our application, not others. Our everyday availability of an online platform allows users to approach their orders in their comfort of time, but during the time of using our application, there will be a time restriction on Sundays, Tuesdays, and Thursdays where customers will be able to approach their orders before midnight due to our delivery timing. Delivery service access allows customers to be in line with our delivery employees if they need any specification on the delivery or if they would like to leave a comment on the way they want to pick their products. And our customer line support is referring to a service where a customer will be able to leave a review or would like to give us feedback about our work or approach of our employees, the same as reporting a missing product in which we will put our focus on to declare such an issue. Our customer relationship will be represented as a review section, as was mentioned before, where a customer will be able to leave any message that he or she will find useful and approachable. Another chunk of our business model canvas channels the way how we will reach our customer segment, in which we approached our website application where our clients can place their order in which we will deliver to them. This website will help us to collect the needed information and comfort our users to view and place their supplies for us to bring. After that, we got a customer segment by which we applied clients and delivery personnel. In which our clients play the role of the people who need their supplies and our employees who will deliver them to our clients. Then we declared our cost structure, which included technical platform cost, purchasing, and advertisement, and a salary. Our technical charge will be implemented on payment for the tools if needed, the advertisement will rely on costs to develop a workable but simple strategy and external commercial references like a poster, and salary essential cost evaluation for our employees and our work cost. Revenue streams as an income of our business process will rely on payment per order counting bonus and ten percent as a communication for the fees.

Afterward, we wanted to show the way our business concept will go through with a detailed notion in which we decided to implement a flowchart that displays the way how the process works starting from client-finding to website working process and payment confrontation within delivery and analysis. We can easily find it useful to perform a workflow that relies on a flowchart because, in that way, we can view the generalized but detailed version of our concept within regards to our working applications as a support to our delivery maintenance.

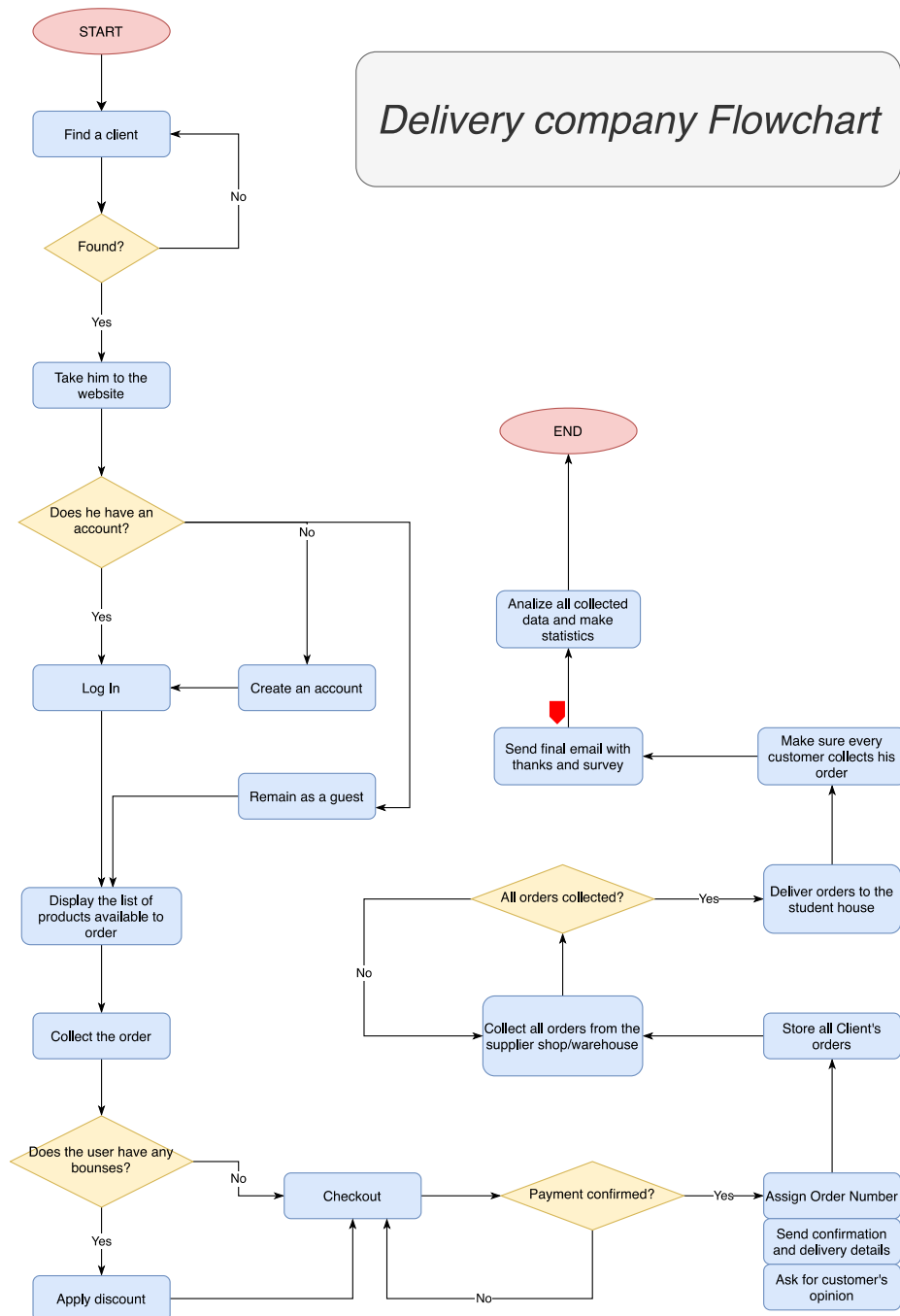


Figure 2: Flowchart.

<b>BUDGET</b>
---------------

In such a notice, we decided to move to the budget development to correctly indicate our abilities in such regard. Without a budget, our company cannot implement a correct concept and end up as a successful production. Without a budget, while working the process won't be stable and certified. And our average perspective on such a budget development can show our employees' identification, our sponsors' payment, and a possible ending result. Therefore:

<i><b>Delivery Employee</b></i>	<i><b>Euro per 1 hour</b></i>	<i><b>Hours worked</b></i>	<i><b>Orders per day</b></i>
1 Person	20 euro	3 hours	10

**Table 1. Budget**

We will have three employees for delivery, therefore, the full amount per month will be paid off to delivery employees, which will be two thousand a hundred sixty euro. We are not taking reference of the transport ranting due to our request within an employee that already owns his or her transport and will use it for delivery, therefore such an amount goes as a payoff.

Our team is the main stakeholders:

- Raul is a database engineer.
- Anna is a customer service line.
- Izabella is a website developer.
- Andrej is an operating officer.

Each of us will input two thousand euro, to start-up our company, and together we will have eight thousand euro to perform such an approach. At the end of each month, we will split the income that is based on our orders. With twenty percent of the earnings will go to develop the company's future functionalities and features to implement in a higher and better-developed performance, eighty percent will go to the employees' salary.

**Who is involved (the stakeholders) with the project?**

A stakeholder itself is a party that has an interest in a company and can either affect or be affected by the business. Therefore, based on a simple declaration of stakeholders and by answering a few leading questions, there will be a clear understanding in regards to our project-related stakeholders. Stakeholder analysis will help within the identification of an organization tool at the beginning of our project development with such support we will reorganize where is the line for our stakeholder and the way how our team can maintain it for our benefit.

The set of questions will work as reinforcement on our stakeholder analysis. Based on the provided answer, we can move to a superior representation and summary of our stakeholders.

**1. Who can help the organization address specific impacts?**

- Based on our delivery services itself, customers would help us to identify such criteria by leaving reviews on our application. From an education perspective, our project tutor will contribute to organizational impacts based on his notes and remarks, and we will be able to improve or keep assertive criteria in our organization. Our employees will have another set of support for these task solutions based on their work and our performance. We will be able to view our efficiency and popularity based on reviews and comments that we will be able to receive.

**2. Who can affect the organization's ability to meet its responsibilities?**

- Based on an education perspective, members of a group could provide an effect regarding our responsibilities chain, by not completing tasks and performing major arguments, etc. Such details could affect group attempts, therefore, provide low performance and fail customers based on their unprofessional work. However, a project tutor will have an organizational effect regarding our responsibilities due to personal remarks and feedback regarding our work. From a delivery service, our employees will have another dominant development due to their work efficiency and our reliability, based on their performance on delivery of our clients either would be sufficiently pleased or uncertainty disappointed. Afterward, our supplies will affect our organization due to their work effort and ability to implement fresh supplies within effective timing. These criteria will be compelling on our customers and its performance.

**3. Who is the value chain affected?**

- It will affect ourselves based on the productivity and quality of our performance, such as delivery criteria, supplies aspect, and many more. But the main value chain that we will please is our customers that are students, based on our performance. Either we will succeed in that regard or lose our clients.

		Influence		
Importance	<i>Significant</i>	<i>Some</i>	<i>Little</i>	<i>None</i>
<i>Significant</i>	Influencers	Project Members		
<i>Some</i>	Suppliers	Delivery Service		Technical Staff
<i>Little</i>				
<i>None</i>				

**Table 2. Identification**

	Role	Interest	Influence	Unique Factors	Expectations
<b>Influencers</b>	To sponsor.	High	High	Needs to be aware of all details and criteria of a work.	Based on a provided budget, wants to receive a high outcome
<b>Suppliers</b>	To supply needed products in regards to order.	Medium	High	Within a working process should provide an up-front payment.	Successful work effort and salary improvement.
<b>Delivery Services</b>	To deliver equipment to the customers.	High	High	Based on a virus situation has to be provided safety performance and specification on	Safe and relying delivery product within extra fees.



				a time delivery.	
<b>Technical Staff</b>	To support the main application regarding this business concept.	Medium	Medium	A strong web system to rely on for the users. That will provide the correct performance.	Reliable work effort and support system for the customer to make sure their details are secured and they can freely work through the application.
<b>Group Members</b>	To perform a successful business concept within additional details and teamwork.	Medium	High	Teamwork within a collaboration on other criteria and a long presentation.	Perform a business concept that will be useful and applied for a later on concept work and structure.

**Table 3. Stakeholder Analysis.**

Therefore, after a stakeholder analysis, we could find reliable sources and equip a clear understanding of stakeholders' interest, also to view an awareness of navigation based on stakeholders' influence and importance on our project base. Through such an analysis, we can always rely on and within new changes and remarks, can fix the arranged stakeholders table and improve it with an advanced view. By future performance with contemporary risks, we can identify and implement support stakeholders that we should entrust on and navigate ourselves through the project.

***What problems the student house faces and which ones are your group going to solve with an IT solution?***

Our focus related issue will be considered based on the covid first wave. Due to such timing with restrictions, unsafety, fear of people who cannot be so sure of their well-being and well-being of others. Based on that, with all the uncertainties and deaths, people will consider their health as a top priority. Therefore, due to lockdown, there will be all types of certainties including, the ones for health, and an essential consideration from people's side will be the focus on getting supplies, how to limit their time outside, etc. In which our solution will tag along with our delivery services, our clients will be able to stay at home, will be able to secure themselves and stay safe. We will provide their products, deliver them, and make our assistance as safe as possible.

Our website will provide a variety of groceries, convenience products, and discreet products. Such an application will be followed by a simple working process where our client, which is a student, will have to pick a product that he or she wants and pay for them and a delivery fee. For our customer safety, we will provide a comment section where they will be to point out their

preferences on our delivery ability. For example, one of the options that can be performed can be represented as a leaving package by the door of a customer. By that our delivery employee will leave an order by the door of our customer, like that our client won't need to show any interaction with our service and within a delivery, we will mandatorily implement our workers to wear a mask and gloves, plus they will have to disinfect a package before placing it in front of the door. Therefore, our customers will be able to secure themselves, their health, and the safety of others. They will be aware of our responsibilities towards our work and their comfort. Based on our concept, the delivery itself will be placed on Mondays, Wednesdays, and Fridays. In such a timing, it will equip more sophisticated results for our delivery abilities and its customers' approach.

Within such an application, a student will pick a shop nearby that will be applicable for different criteria and will be more comfortable for its client. Based on a pick, users will be able to view product options that each of the shops would like to display. For example, if a student will need cleaning supplies he or she can pick Action, or if they will prefer to order groceries only, we will provide an option of Lidl. By that, not only will a student be able to view his or her choice but be able to order an amount for their own needs. Based on their choice they will be able to place an order any time of the day, but to purchase our portage, an order placement will have a restriction on Sunday, the website will be able to approach orders till midnight the rule will apply for Tuesday and Thursday nights. By that, we will be able to provide all the orders that were arranged before and all of the students that ordered will receive their products on Mondays, Wednesdays, and Fridays at 8 am.

In regards to our users being able to provide the appropriate delivery, we will request their details to be able to do so. In a section within making an account, students will have to equip their student id, their name, phone, email, room number, and floor number. By that information, we will be able to identify the right user that will place their order in our system, where afterward our delivery services will pick their chosen products from a local shop that was picked on our application by the user and afterward, within the safety of our client delivery employee will perform a delivery right to our user. There could be a concern regarding the security information of our customers, due to online payment. For that, we will be able to show our customers that we care about their data, therefore, we will inform them what goes within their data when they place their order. In this way, we will be able to create a secure privacy policy between us and our customers. By creating cookies, we will have to refer to our shopping cart uses and what kind of data sets through the forms. Based on our policy, we will provide terms and conditions implementation as a reference to our users to rely on and consider their privacy to be safe with us. It will allow our client and us to provide an agreement policy based on legal rights. Within a text notification on our web page, a user will be able to read and sign an agreement with our rules and guidelines. Last but not least, we will create a database backup to be able to keep all the information, including databases, personal details, order numbers, scheduling towards our device.

### ***Who is/are the end-user(s) of your IT solution?***

As for our end-user, we will apply a set of try-outs for students that would be our clients in the later use of our application. Therefore, our end-user will itself be a set of students that will participate to develop a workable and better version of our application. The way of our identification of the end-user, we will be able to collect their IDs, Phone numbers, and Emails. Because their first available criteria that have to be filled up is their account details, where they will have to place such information within extra-base details. Within each new subscription, we will collect their details and equipment in our database. By keeping that in mind, we will be able to edit our user information.

By a workable solution for our application, before testing it out on users, we will have to consider the user's workflow. By that, we will consider the flexibility, layout, and simplicity of our website before putting it up to our end-users. Not only by providing an adjustable application, but we will also reach a workable and satisfying business construction, by considering a plain checkmark that will include grammar spelling, correct calculations, supplying list, delivery system details, and many more. We will be able to please our users to rely on our application within our security system that will be also provided. Although, by showing the simplicity of the website work our end-users will be able to notify the way how to use our application and if there will be confusion, they will be able to connect our employee in a section of contacts in our website, where one of our employees will be on the line in a message block and will be ready to reply on any sorts of questions from our clients. All of the mentioned criteria and functions will support our participants in the use of our website to make them feel comfortable and want to use our application later on.

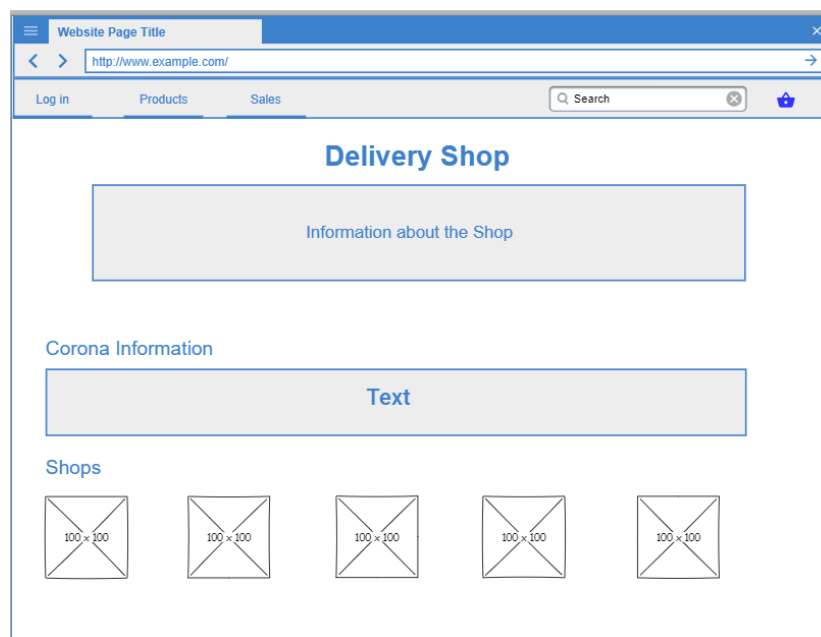
For the interest of our end-users, our application will apply as a delivery website where students will be able to pick several needed products and check their order out by paying either within PayPal or online card payment, eventually, they will receive their products in a closely scheduled delivery day. Due to a crisis coronavirus situation, students will need daily supplies, not only food but cleaning also. From that due to critical restrictions of the government where it is strongly recommended to stay at as safe as possible and take into consideration the amount people who need supplies, therefore our technical solution as a website based and database application will be able to supply the students within a safe delivery and they won't need to take any personal risks in regards of their life and the life of fellow's roommates. Although, their interest in a product will be considered based on a local shops segment, where it will include groceries, convenience products, and discreet products. Like that, our end-user will be able to pick from a variety of local shops and supply themselves with needed compounds.

### ***What and which functionalities will be delivered with your IT solution?***

For our work process, the functionality of web applications and databases are important to perform our business concept, and itself provide the satisfying performance of our work. Website functionality is the way how a website works and what it can apply. It can go along with the actions of a user and itself dynamic content. To provide a successful working prototype, we will contain a plan in which step by step will present a design, text, and a code for it. By each of the steps that will be planned to build such an application, there will be essential criteria that our website must be functional and flexible for our users. First, we will declare the leading purpose of our website, which is an allowance to show a list of supplies from local shops to our users that can provide their pick and payment in which later on in listened delivery days they will receive their supplies. After that, our target users will be, as mentioned, students that will have access and subscription to our service in which they will come and pick their needed stuff and later on provide a payment. Furthermore, after the identification of our target user and the purpose of our application, we will provide a reasonable budget for our approach. Afterward, we will declare our resources like tools that we will use for our application, within this our website will be built through HTML and CSS programming languages and with additional libraries to provide feathers of contacts, reviews, payment criteria, and many others which will be easily built with different libraries. The functionality of requirement sources will be workable and available for our capabilities to build a successful application. The majority of our content will be, based, on local shops and their segment of supplies that we will be able to provide for our users. Mainly our features will contain a search bar, forms, location map, search, basket page, login page, products page, sales page, payment method page, and many other additional functions that will be flexible and make our user feel comfortable within our website and navigation through it. Afterward, the functionality of our

website will be implemented, step by step in our wireframe that purposely displays more in-depth the detailed version of our website in which we will apply our content.

Here we will show pictures of our wireframe to display the way we based our website and a simple structure to place our future design and a start of our coding process.



**Figure 3: Wireframe Home Page.**

On the Home page, users could read short information about our shop, because of unexpected situations that they can face. There will be restrictions and information, by which a customer will be able to understand the way how our shop cope in such a crisis, therefore, what kind of prevention and disinfection we will implement for our deliveries. Take a look at the provided structure we implemented an information box which will give a client explanation of our website purpose, on another text box, we will show details based on COVID-19 restrictions, and the last section of a shop criteria will display a set of pictures that will provide a shop choice on which our client will be able to click and automatically move to the selected shop

Website Page Title

http://www.example.com/

Log in Products Sales

Search

## Log in

Email

Password

Log in

---

Create an account now

**Figure 4: Wireframe Log In Page.**

On the log in page, we will provide three text boxes and one button. By entering our website user needs to type his or her email and password, if a user is having, an account, then they can click on the button login. If client orders through our website for the first time, he or she can click on the section that says Create an account, that will move our customer to another page that is called “Create an account” and their use can full fill the information which is needed to implement their website account and use it afterward.

Website Page Title

http://www.example.com/

Log in Products Sales

Search

## Create an account

Name

Surname

Phone

Email

Password

Address

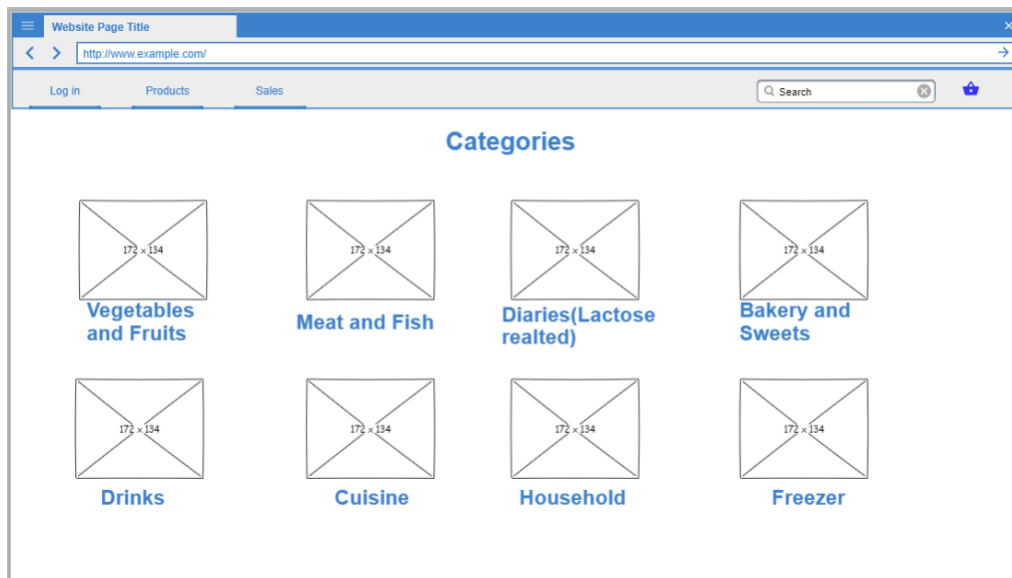
Room Number

Floor

DONE

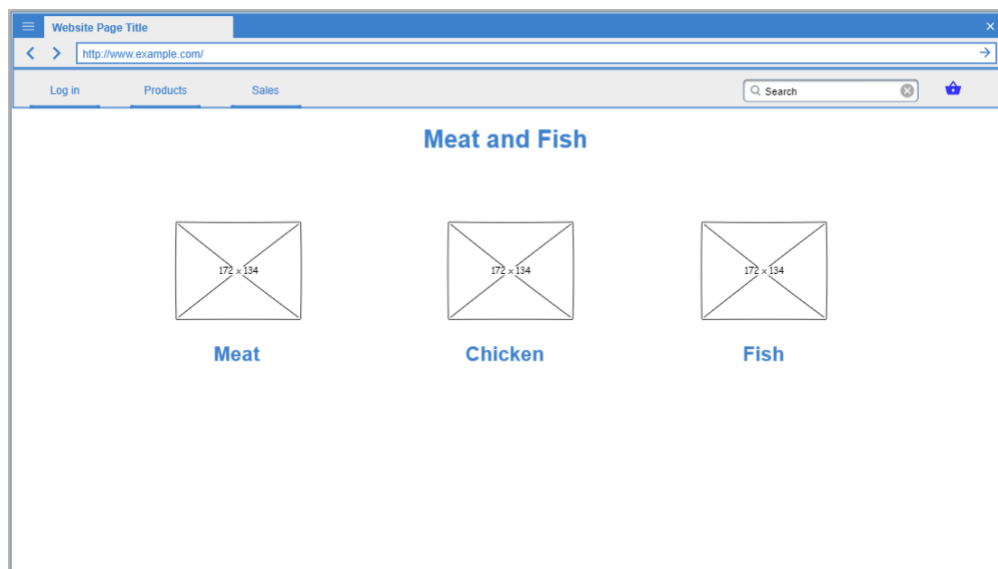
**Figure 5: Wireframe Create an Account Page.**

In create an account page user needs to make an account, by filling up some private information: name, surname, phone number, email, password, address, room number, and floor number. In each section will display leading identifiers in which a user will implement their information, and afterward, they will be able to submit it by clicking a button done.



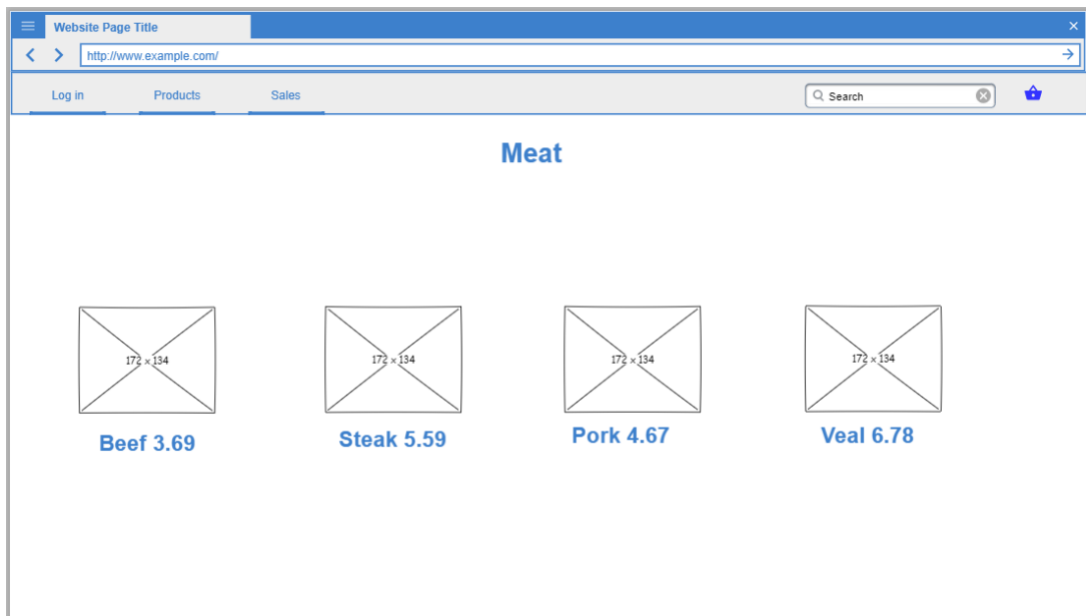
**Figure 6: Wireframe Categories' Page.**

In this structure, the user will be able to view and select their needed product in their cart. Therefore, picture boxes that are displayed in this section will represent a different kind of categories: vegetables, fruits, meat, diaries, house essentials, and many more. Afterward, in a picked product, a user can click on a picture to view such a category and pick their product choice from it.



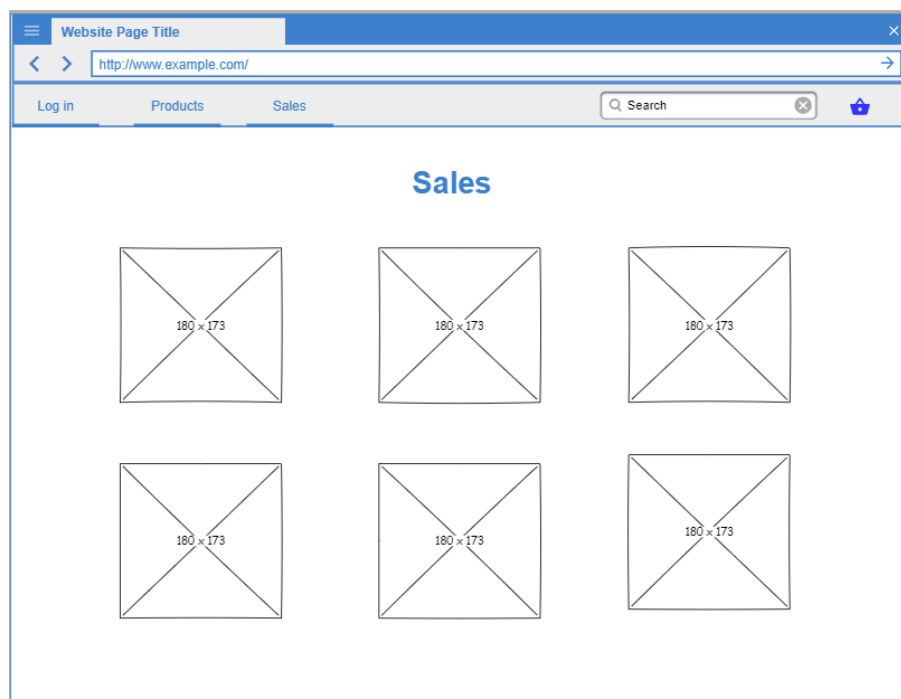
**Figure 7: Wireframe Meat and Fish Category Page. (Example)**

On this page, after our user clicked on the category and picked Meat and Fish, will be displayed three options to choose from that are Chicken, Meat, and Fish. After, clicking on their images that as displayed as an image box, the client will be moved to another page with another set of varieties based on Meat, Fish, or Chicken.



**Figure 8: Wireframe Variety Meat Page. (Example)**

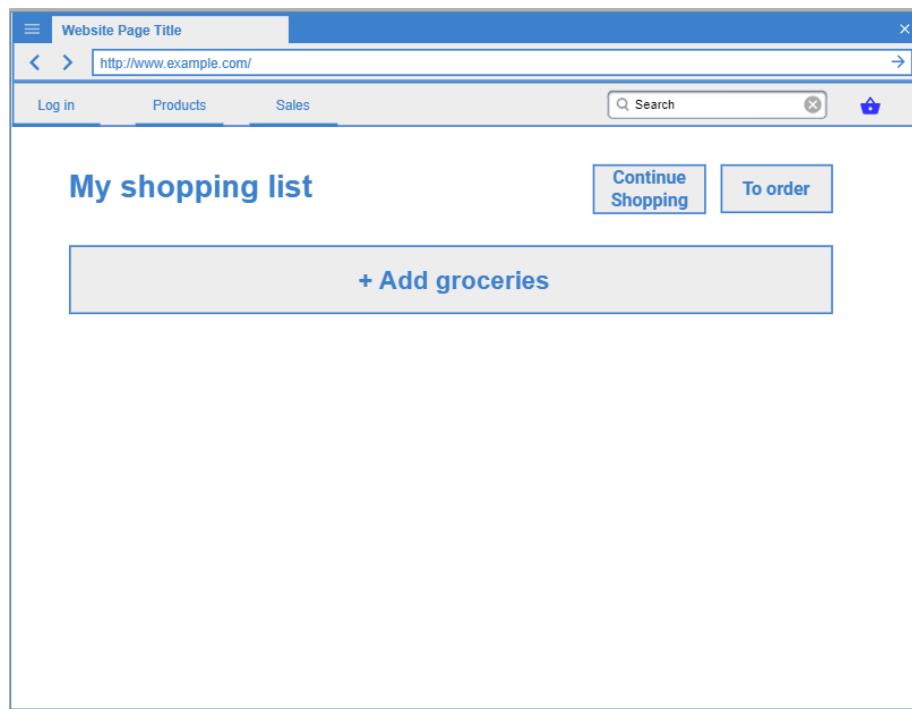
On the meat variety page, each of the picture boxes will be filled with a picture of the provided meat type and under each of the pictures is shown their name and their price. By clicking on a picture, each of the products can be implemented for a shopping cart.



**Figure 9: Wireframe Sales' Page.**

In this structure, our clients will be able to view and select their needed product on sale and add it into their cart in which they can see their whole set of products that they will want to pay out after. Therefore, picture boxes that are displayed in this section will represent a distinct

variety of products that are on sale. Afterward, when a user chooses within a sale, or without it can be added to a cart.



**Figure 10: Wireframe Shopping Cart List.**

On my shopping list page, the user could see his or her selected groceries, and there are two buttons: continue shopping and to order. When the user is still not finished with their final choice, he or she can click on this button to continue, and by clicking this button products page will display back in which the user can continue with the shopping. If the user is finished with the product decision he or she can click on the button to order, and afterward, it will send our user to the payment page where he or she can pay.



The image shows a wireframe of a web browser window displaying a payment page. The browser's address bar shows 'http://www.example.com/'. The page has a navigation bar with 'Log in', 'Products', and 'Sales' links, a search bar, and a shopping cart icon. The main heading is 'Payment'. Below it, there are three payment method options: 'iDeal' (with a dropdown arrow), 'Credit card', and 'PayPal'. To the right of these are three input fields: 'Card Number', 'Name on the card', and 'Security code'. A 'PAY' button is located below the 'Security code' field. At the bottom left, there is a button labeled 'Information about order'.

**Figure 11: Wireframe Payment Page.**

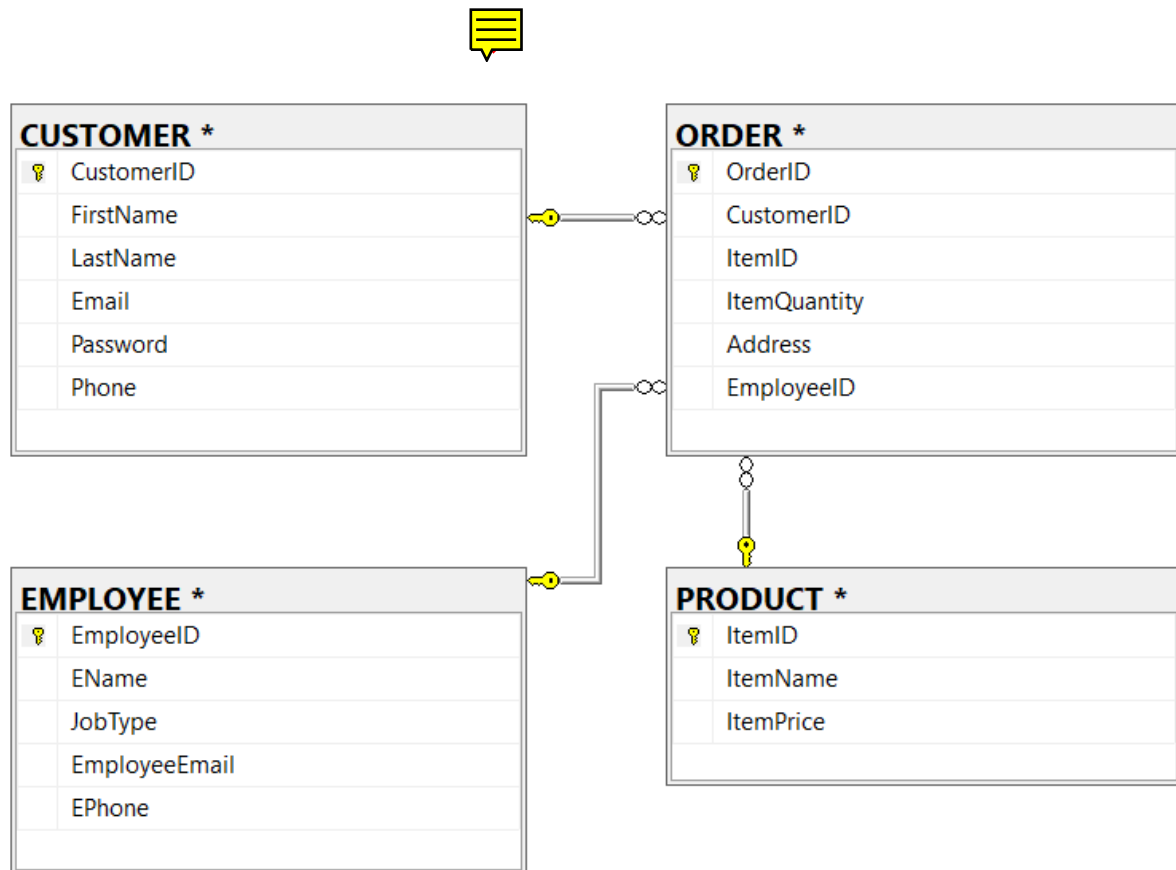
On the Payment page, the user needs to full fill in their details by reading a payment method. By which each of the choices will lead a user to fill up the card number, name on the card, and security code of the card. If a user decides to pay as a PayPal or ideal each of the options will lead our customer to a website where can be proceeded payment or their app which usually applies for an ideal choice. Afterward, there is one button that says information about the order by clicking on it our client will be able to view their order details before putting up with a card and a pay button by which our client will be porches a payment.

The wireframe shows a web browser window with the title 'Website Page Title' and the URL 'http://www.example.com/'. The navigation bar includes 'Log in', 'Products', and 'Sales' links, a search bar, and a shopping cart icon. The main content area is titled 'Review' and contains three input fields: 'Email', 'Phone Number', and 'You can leave your comment here'. A 'DONE' button is located at the bottom right of the form.

**Figure 12: Wireframe Review Page.**

In a review page, we will provide a section for our users to implement their feedback and leave us comments that we can arrange afterward, in which at the same time we can rely on and develop our services and concept better. In the first text box, if the user has problems while ordering groceries and other supplies, he or she can contact us by email or phone number that is provided in this section. In the second box, if a user wants to identify any of the extras for us to work through, he or she can leave a comment for us to apply for a future workflow within delivery services and our work itself. Then to submit their comment they can click on a button done.

After our website creation with all information on that will be provided with one hundred sixty students, personal details and deliveries. The only way to correctly perform each of the orders and follow up with missing or wrong deliveries is to create a compelling database with correct relationships. Based on our website features, we will lead to a set of four databases such as Customer, Order, Employee, and Product. Within a Customer, we will refer to our customer details, which are students. Within an Order database, we will rely on order details and customer information. After that, our Employee database will contain needed information about our employees in which we will focus on when building up this sector. And the last one will be represented as a Product where will be located all the needed information regarding our supplies. With a set of provided tables, we will be able to contain the details and data that we needed. Afterward, shown databases will help us to track new subscores and their data that will be secure with us and their orders like that we can provide the right order to correct address of our subscriber, besides that we will take over control of an employees and supplies sectors by having their information in our database in which we can always control and update information if a delivery person got lower salary than it should be or our supply stock is out of milk, we will have an access to that and through the details in our database, we will be able to spot such inconvenient marks and fix them.



**Figure 13: Database Draft.**

After notifying our website and our database criteria we will move to our added-value. By adding any new values, it will help us to attract more customers and perform the difference between a product's price to consumers and the cost of producing it.

***When will which functionality be implemented and delivered; be unambiguous/specific about this?***

Based on our work references this analysis will show our personal dedication and planning section. Currently, our work effort is focusing on this outline and our business concept in general. Afterwards, we will move to website and database development that will be our second main part of this project. And by the end we will provide all the needed features to successfully present our business concept.

If we take step-by-step reference in our work-based project, we will have to deliver our project outline on week fourteen, afterwards perform a work on our referring functions and provide our project's interim version and on our final week deliver our final version and present it through. To support our graphic and performance organization workflow, we follow up our tasks by using a

trello tool in which we can locate our lists of tasks, ideas, progress and receive an approval from our tutor. By that we will be able not only to view our work effort but look at our team members performance also. With this tool we will be able to track our deadlines which we will place for ourselves to be able to perform successfully and control our progress through.

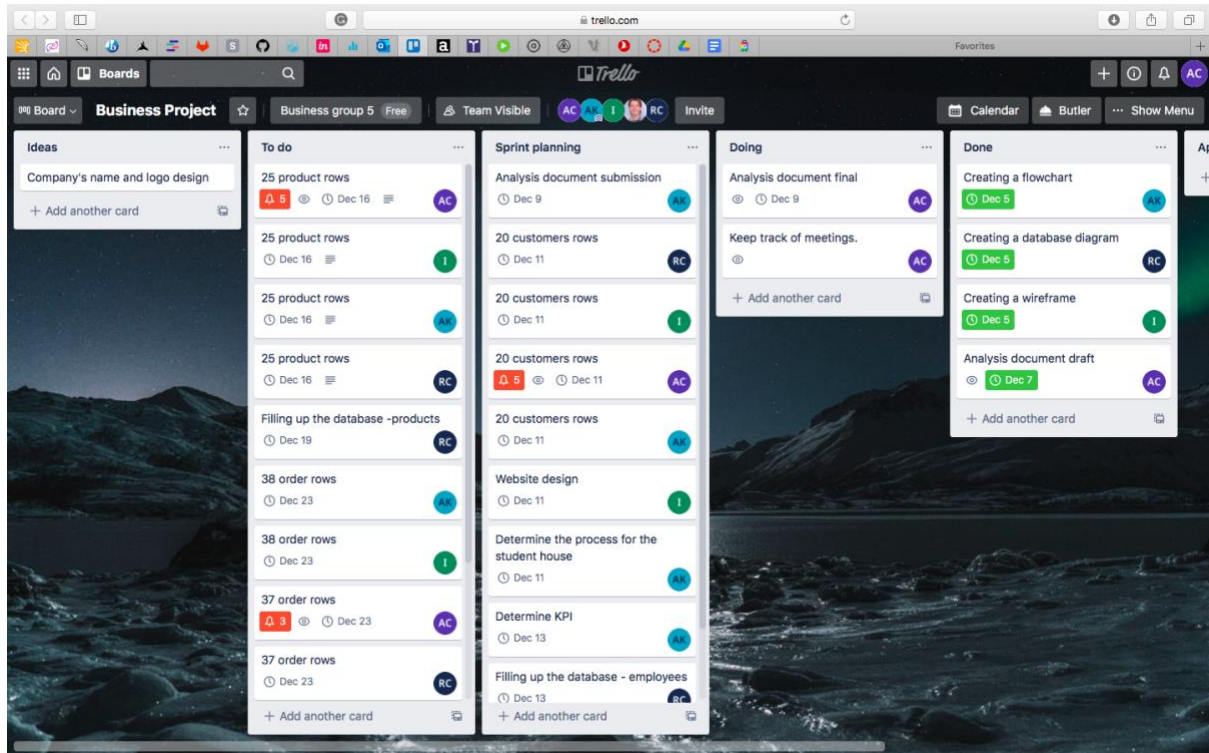


Figure 14: Screenshot of our schedule from Trello tool.

For us, as a team to control and declare our ideas, workflow, and general discussion, we will follow up with meeting reports. With such a reference, we will be able to go through the progress of our work, view our solved through work, and place future issues to discuss. Therefore, each time when we will collaborate on new tasks and problems, we can always go through the previous work base and organize our future steps. Another feature that we will implement will be our attendance checklist, where we will keep track of our attendance in regards to our presence and progress of teamwork.

### ***What (external) dependencies may impede the process of your project and how can these be mitigated?***

Regarding itself, external dependencies will refer to the relation between project related activities and non-project ones. Referring to external dependencies can involve tasks outside of our control, but we will have to reflect on them to be able to succeed in our project. To be able to go through our schedule within outside issues, we have to apply the monitoring of our project to be able to stay on task and push through. Another supportive factor that will help us out is the regular meeting section in which we can always have a discussion and review those dependencies as a team.

To be sure, there could be multiple outside influences that we can face along creating our project, but few of them could be directly managed by us as a team, such as

covid regulations, control over supplies, products lost, technical issues regarding transportation and its issues based on website and database application.

Within covid regulations, we can't produce what is going to happen, but in regards to our customer's safety, we will provide all of the mandatory rules. If customers won't like to meet our delivery person in person based on their comfort, our delivery will leave it right outside of their room. Besides that, we will provide all of the sanitary rules that are requirements from us and our delivery service. If the covid restrictions will be gone completely, out of hands we will stick to the rules that will be provided by the government and build our safety regulations regarding supplies, delivery, and customers to prevent any dissatisfactions towards our users.

For our control over supplies, we will rely not only on us but the owners of the shops that we will contact. We cannot fully take over a process by which it could lead to missing products or supplies that are not in the shop. Due to our delivery timing, we are not fully aware of all of the available products till we reach the request by our users' shop choice because our only solution will be to implement a refund policy. By that if due to a shortage of items in the shop that we cannot control over, we will let our customer know right away and request either the ultimate product or a refund option. Depending on which of the options will be implemented our customer will let us know, and we will perform either of them. If an item wasn't handed over or got missing, we provided a review section by which our customers will be able to leave us a message that will be viewed as fast as possible, and we will reply and provide our investigation on a missing item and start a procedure of a refund.

Another issue is that we notified a technical declaration with a delivery service. It means that we are not responsible for a broken car or a car crash. And we cannot prevent ourselves or our employees from it. On this external dependency, we won't be able to prevent and product by to a degree of an influence or approach. The only support system we can rely on would be an insurance company, and we would advise our employees on their choice to implement such a card to be able to secure their life on such notice. Another more technical related prevention will be focused on a personal check of the car that will be used for a delivery, we will advise our employees to check their transport to be aware of the issues in their machine. This particular dissemination could happen at any moment, and it is very complicated and mostly impossible for the product, at the same time, such an approach appears on a rare occasion.

The last issue that we managed to spot was within development applications like websites and databases. There could be a slow loading of our website, in which one of the reasons is itself internet connection in a student building or a high-resolution image could consume a lot of bandwidth. Another factor could rely directly on our development functionality due to a variety of files that are implemented in HTML and CSS workflow, which could lead to slow loading and crashing of the website. Crashing is another major consequence of online application based on a code error, too much trafficking, and plugging issues. All of the reasons could be manageable by us as information technology creators, and to fix such leading issues, we can rely on external libraries, remarks, and rechecks of itself code, use of sprites to reduce HTTP requisition, and others. Rather than for our database, the only correct way that we can implement to avoid duplicates, update anomalies, additional anomalies, and many more is to implement a normalization of a database. By that process, we will be able to implement a more accurate version of our database.

## CONCLUSION

Afterward, this business concept displays our general idea based on a four students' group that collaborated their input and perspectives. In such regard, our approach will be placed on an online platform and follow up with a database in which, as developers, we will produce and correct new functionalities and features on our based knowledge and perspectives, and by a follow up we will implement our concept step-by-step to succeed and provide workably and suitable for our client's application. But the simplicity of our work and the notion itself, we will proceed with our future application development and implement such a concept in a future notice.



## CITATIONS

**Figure 1:** Business Model Canvas, AG, S.(n.d.). Business Model Canvas - Download the Official Template. Retrieved December 06,2020, from: <https://www.strategyzer.com/canvas/business-model-canvas>

**Figure 2:** Flowchart, Krasnodebski Andrzej. Retrieved December 05,2020, from: <https://app.diagrams.net/>

**Figure 3:** Wireframe Home Page, Izabella Bogdanova. Retrieved December 06,2020, from: Word Document provided by her.

**Figure 4:** Wireframe Log In Page, Izabella Bogdanova. Retrieved December 06,2020, from: Word Document provided by her.

**Figure 5:** Wireframe Create an Account Page, Izabella Bogdanova. Retrieved December 06,2020, from: Word Document provided by her.

**Figure 6:** Wireframe Categories' Page, Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 7:** Wireframe Meat and Fish Category Page (example), Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 8:** Wireframe Meat Variety Page (example), Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 9:** Wireframe Sales' Page, Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 10:** Wireframe Shopping Cart List, Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 11:** Wireframe Payment Page, Izabella Bogdanova. Retrieved December 08,2020, from: Word Document provided by her.

**Figure 12:** Wireframe Review Page, Izabella Bogdanova. Retrieved December 06,2020, from: Word Document provided by her.

**Figure 13:** Database Draft, Raul Vila Candido Retrieved December 06,2020, from PDF provided by him.

**Figure 14:** Screenshot of our schedule from Trello tool, to use Trello, please enable JavaScript. (n.d.). Retrieved December. 04,2020 from: <https://trello.com/b/RxYnmRTD/business-project>

## RESOURCES

What Are Stakeholders? (n.d.). Retrieved December 03, 2020, from

<https://asq.org/quality-resources/stakeholders>.

9 Examples of Stakeholders. (n.d.). Retrieved December 03, 2020, from

<https://simplicable.com/new/stakeholders>

OpenSolution.org. (n.d.). How to protect your website and your customers' data? Retrieved December 03, 2020, from <https://opensolution.org/how-to-protect-your-website-and-your-customers-data-,en,202.html>

End User. (n.d.). Retrieved December 04, 2020, from <https://techterms.com/definition/enduser>

M. (n.d.). How End Users are Identified. Retrieved December 04, 2020, from <https://www.openmarket.com/docs/Content/mep/user-guide/identify-users.htm>

Reichert, A. (2019, January 22). Top end-user application quality headaches and why you should fix them. Retrieved December 05, 2020, from <https://techbeacon.com/app-dev-testing/when-minor-application-quality-issues-become-headache-end-users-its-time-fix-them>

Circle, K. (2020, June 12). How to define the functionality needs of your website. Retrieved December 05, 2020, from <https://blog.tbhcreative.com/2019/10/defining-website-functionality.html>

Ryan Shelley, C. (2017, November 23). The Power of Creating Value Added Solutions for Your Audience. Retrieved December 05, 2020, from <https://www.smamarketing.net/blog/value-added-marketing-solutions>



Hayes, A. (2020, September 16). Why Value-Added Matters. Retrieved December 05, 2020, from <https://www.investopedia.com/terms/v/valueadded.asp>

External Dependency. (n.d.). Retrieved December 05, 2020, from <https://project-management-knowledge.com/definitions/e/external-dependency/>