Southwestern Tires

ByDesign Inc.

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Case Overview

- Inventory management problems

- Partly paper-based system

- Incorrect order placement

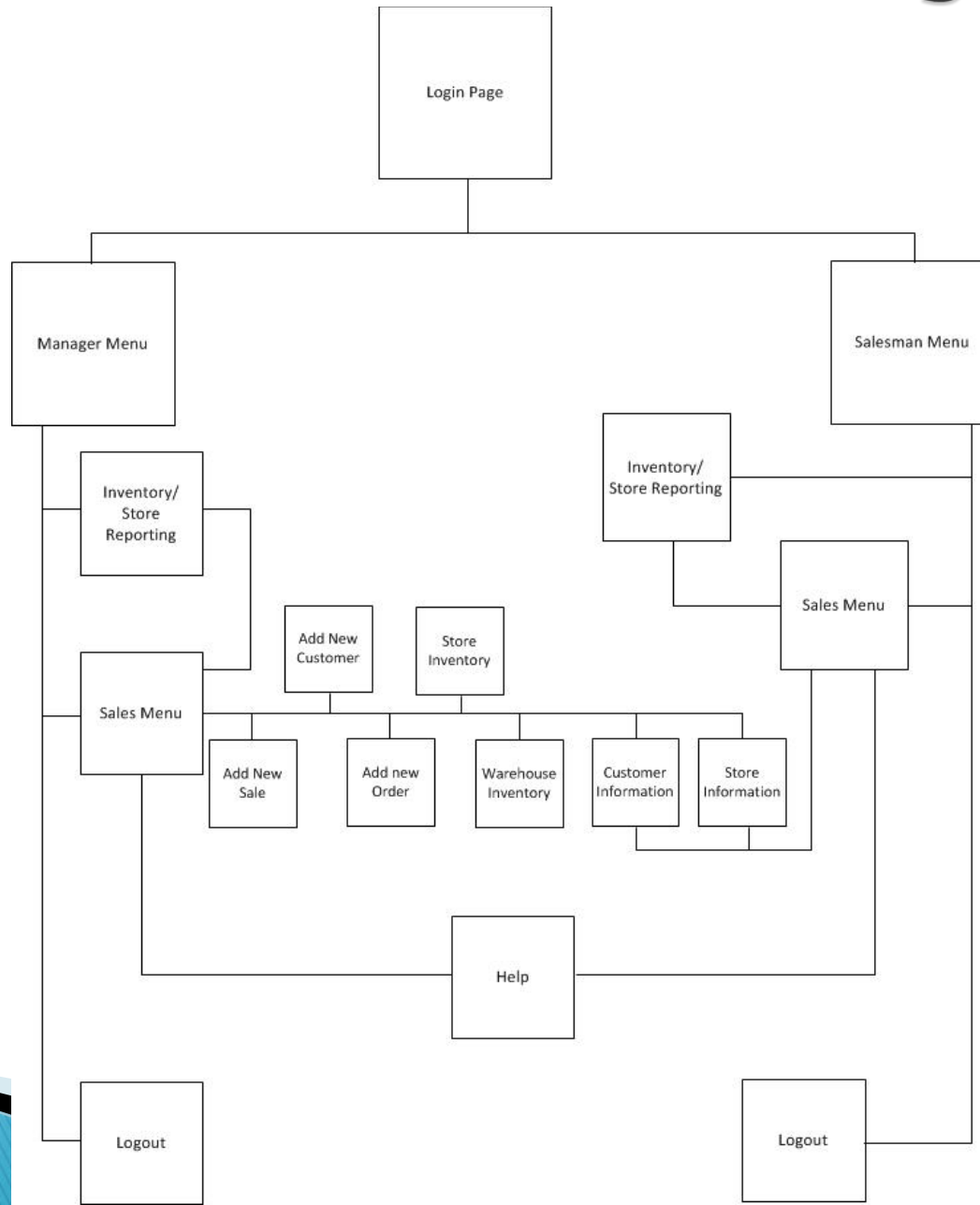- System architecture design

- Use scenario influence

Use Scenarios
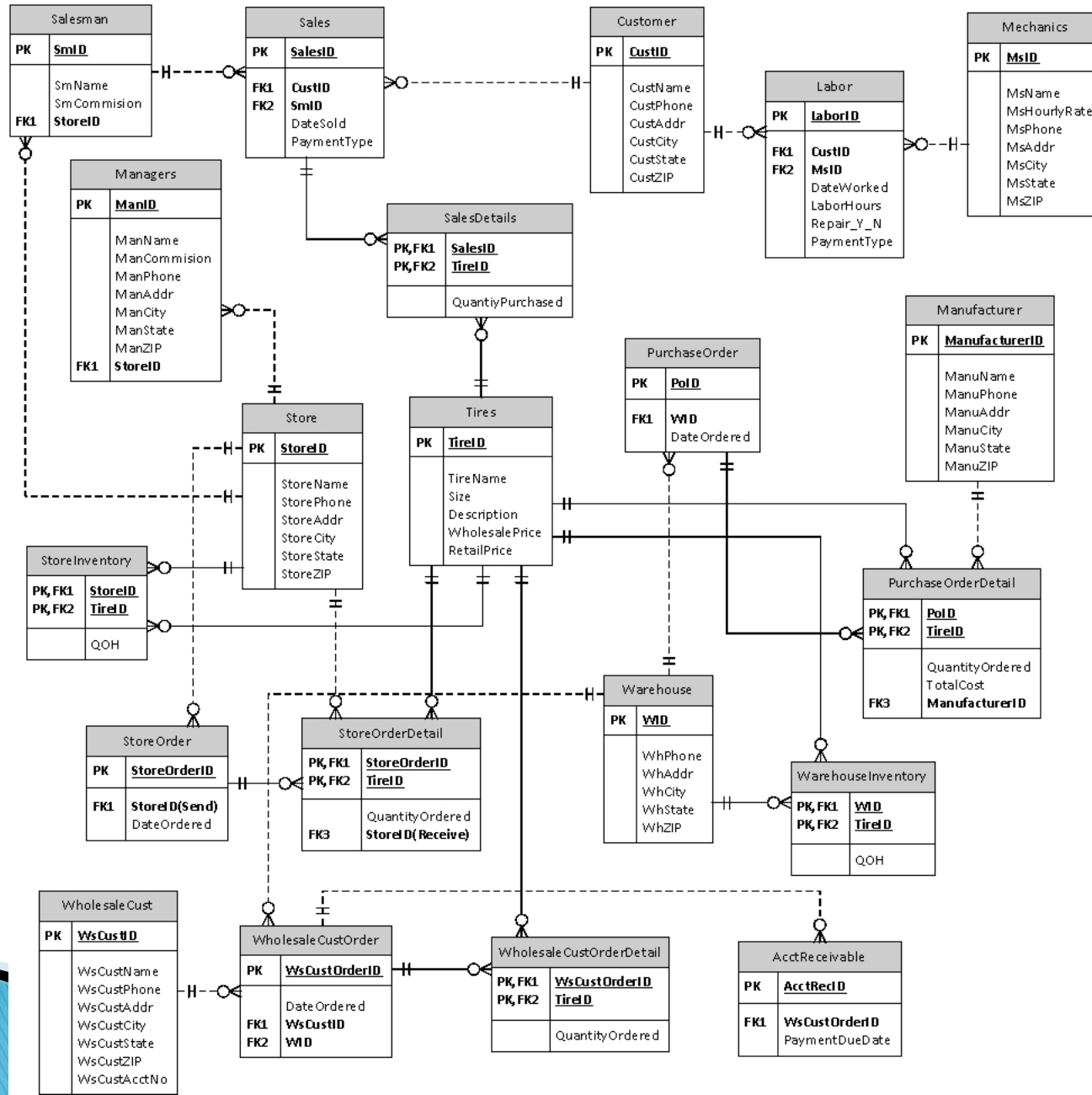
Use Scenario: Not Time-Sensitive Tire Purchase
Customer has tire type carried by SWT. Has time to wait for tires to be delivered and installed.

- Customer gives tire information to salesman (1.1).
- Salesman looks up availability of tires and discovers they are not in the store's warehouse, but are in the company's (1.1).
- Asks customer about waiting availability- can either wait for delivery or can pick new type of tire (1.1).
- Customer chooses first type of tire, can wait for them to be delivered and installed (1.1).
- Tires are installed; need for further repair noted (1.1).
- Customer alerted to repairs needed, cost of parts and repairs and offered choice to fix.
- Customer chooses to have repairs completed, waits for further notification.
- Customer pays (1.1).

Interface Structure Design

Revised ERD

Demo

Questions?

Thank you!