Project Charter

GENERAL PROJECT INFORMATION

PROJECT NAME	Team Lead
Laundry Service Listing & Booking System	Prathamesh Kapadne

PROJECT OVERVIEW

PROBLEM OR ISSUE	• The existing laundry service website lacks a modern interface, secure payment options, and personalized user features. • This limits user trust, convenience, and engagement, leading to reduced booking efficiency and customer retention.
PURPOSE OF PROJECT	The current laundry service platform allows basic functionalities like service listing, service booking, and user authentication. To improve user satisfaction, scalability, and monetization, this project introduces enhancements such as a secure payment gateway, user profile management, a refreshed user interface, and full deployment of the updated system.
BUSINESS CASE	This project enhances the basic laundry service website to improve user satisfaction through a modern UI, secure payments, and user profile management. It aims to make laundry booking seamless, personalized, and reliable for users. Cloud deployment ensures scalability, high availability, and broader user reach.
GOALS / METRICS	• Improve user experience and satisfaction. • Enable secure and smooth payment processing. • Personalize user interaction with profile management. • Ensure a stable and well-tested live deployment.
EXPECTED DELIVERABLES	• Integrate payment gateway (e.g., Razorpay or Stripe). • Redesign the UI for a better user journey. • Implement user profile pages with CRUD functionality. • Deploy the updated project on a cloud platform (e.g., Vercel, AWS, etc.). • Conduct full system testing and prepare deployment documentation.

PROJECT SCOPE

WITHIN SCOPE	• Service listing & booking • Authentication system • UI/UX redesign • User profile management • Payment gateway integration • Full system deployment

OUTSIDE OF SCOPE	• Mobile app development • Loyalty/reward system • Offline laundry tracking services

Resources

PROJECT TEAM	Prathamesh Kapadne – Team Lead, Frontend Dev & Integration Chetan Sapkal – Research, Database & Deployment Chetan Talele – Backend Dev & Database	Yash Borkar – Backend Dev, Testing & Documentation(QA Lead)
SPECIAL NEEDS	TBD	

Benefits and Customers

PROCESS OWNER	Prathamesh Kapadne – Team Lead
KEY STAKEHOLDERS	Development Team Leads, QA Lead
FINAL CUSTOMER	Daily users of the laundry service platform (estimated 500+ registered users across urban and semi-urban regions)
EXPECTED BENEFITS	The implementation of the enhanced Laundry Service Website—including the user profile system, payment gateway integration, and modern UI/UX—will streamline booking and payment processes for customers. This will increase customer satisfaction, improve operational efficiency, and reduce manual errors. The enhancements are projected to increase user retention by 35% and generate a 20–25% increase in online bookings within the first quarter post-deployment.

RISKS, CONSTRAINTS, AND ASSUMPTIONS

RISKS	- Payment Gateway Integration Challenges - Incomplete Testing Before Deployment - Tight Timeline (4 Weeks) - Budget Constraints on Premium Services - Resource Availability - UI/UX Redesign Rework
CONSTRAINTS	- Strict 4-week timeline - Budget limitations on premium API usage
ASSUMPTIONS	- Access to third-party APIs and payment gateway credentials - Development and QA resources are available as needed

PREPARED BY	TITLE	DATE
Chetan Sapkal	Research Head	16/05/2025