

Online Garment Tracking and Management System

Software Requirements Specification

Version: 0.1

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Link:

<https://shoieb-prd101sample.quora.com/How-to-write-a-Product-Requirement-Documen-t-PRD-101-sample>

Purpose

The purpose is to demonstrate the general understanding of an online garment tracking and management system. The web portal leverages order fulfillment and logistics practices.

2. Scope

The scope of this document is limited to a high-level overview of the key components, functionality and steps requiring garment life cycle management module.

3. Key Components

The system consists of the following key components that need to be designed, developed and integrated for a uniform experience:

1. E-Commerce platform
2. Inventory Management and Order Fulfillment
3. Payment System
4. Recommendation System – Collaborative Filtering (RecSys)
5. CRM (tightly coupled with Real-time Reporting and RecSys)

4. Product Requirements

4.1 Functionality

1. Web site visit – user lands on the home page
2. Display – user is shown the latest arrival of garments
3. User registration – user registers to browse the garment
4. Search – user is allowed to perform search based on brands prior to capturing user profile (preferences/taste/etc.)

5. User profile – user creates her profile for better search results
6. Browse – user can browse the site
7. Search – user performs search on the garment(s) based on multiple search criteria such as, garment type, size, brand, latest arrival, etc.
 1. Check availability
 2. If yes, goes into the shopping cart
 3. Else, continue browsing
8. Pricing and Plan Options – user selects the pricing and plan option and enters the credit card info
9. Credit card info is instantly verified
10. Upon checking out, the credit card is processed
11. Order acknowledgement email is sent to the user
12. Order is sent to the Fulfillment Center for immediate processing
13. Operations, Sales and Marketing are notified of the user action via CRM for relevant actions
14. Order processing, shipping, tracking and delivery managed by the Fulfillment Center
15. Full cycle repeats when the user sends in the garment for replacement (the Netflix model)

4.2 Garment Life Cycle Management

The purpose of this system is to determine life of each garment based on historical/product usage data, and manage garment life cycle. Fulfillment center clerk/operator is trained to enter the required data into the system every step of the way.

1. Garment visual inspection
2. Re-kitting if missing minor parts
3. Garment washing/steaming, folding and bagging
4. Ready for order fulfillment
5. Track each garments wear and tear upon each return.
 1. Quality, fitting,
 2. Fabric degradation due to usage, environment, washing/steaming
6. Determine ROI per garment and SKU
7. When garment reaches EOL, then discard or auction (at a discounted rate)

4.3 GUI

1. Uniform look and feel on all web pages
2. Easy to navigate product catalog
3. Community-building features to foster word-of-mouth and growth
4. Product recommendations using RecSys

5. Challenges

1. # of SKUs and total inventory management
2. Efficiency and reliability in product delivery to the customer
3. Data mining for decision making
4. Timely demand fulfillment

6. Optimization

- Pull, pack and ship the same day.
- Optimization of inventory, delivery time, resources (labor), and territory coverage.
- As an example, what SKU's to be stocked at which warehouse?
- Data capture and analysis at all times. Dashboard views for real-time data for different groups
- Use of predictive analytics for SKU management and cost control
- Features development for Users community building for early adaptors
- Features development for customer life cycle management from user acquisition, engagement, retention, referral and revenue