**Project Charter**

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| Project Title: FreshChoice  Project Manager: Rohit Pandey  Sponsor: The British College  Customer: Local People |

Version Control

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| Version | Date | Summary of changes |
| 1 | 05/02/2021 | *Initial Project Plan (1st draft changes made if necessary or requirement needed)* |
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Project Justification

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| This project is mainly focused on providing daily services to the local people of CleckHuddersFax and developing the small independent business through online portal. The main target of this project is to provide quality services to our customer along with keeping the value of time, money and food availability in mind. Providing a one-stop store for groceries along with a list of traders and with their varieties of food items.  Due to the increase in national chains and with the proposal for larger stores, the traders aware of this situation have decided to come along with an idea of offering a joint e-commerce portal to their shops. By using e-commerce portal the local business can reach to a larger group of customers. This portal will help the traders to add their products and sell them on one-click basis. With this system having a flexible timeslot it helps the local traders in balancing their work life and family life. Another benefit of this portal is that the traders can get a monthly report of product sales and weekly finance report.  Traders can also check the daily basis analysis on their orders and stock levels. With the help of the reports, the traders can also analyse the market potential i.e. they will have a clear idea of the demand of their products and on that basis they can arrange the stocks. With an e-commerce site that allows the traders to collect information about their customers behaviour, taste and ongoing trends so that the traders can manage products and services accordingly and attract more customers along with exclusive offers and discounts. All these data that are collected will help the traders to strategize their marketing policies.  Considering the time contrast between the opening of local stores and business hours, the e-commerce site allows 24/7 availability of products to the customers. The customer experiences a wide variety and range of products with offers and good discounts. Talking about the essence of time, it will help the customers to save time as well as order any essential goods from the comfort of their home while doing their other task and can collect when they are free. Customers can get a detailed information on the quality of the products. Online e-commerce also provides the features to track order status and collection slots status.  As the portal will try to emphasis on encapsulating the heritage of the local area, it will give a homely sense to the customers while browsing through the site which will help both the traders and customers as it can give a sense of assurance and trust. This portal comes with an easy navigation system which will help consumers of every age group to use it with ease. Another benefit of using an online site, one could easily avoid the bustling crowds during the peak hours, weekends, festivals or any occasions. Also one of the best thing about this online purchase is customers don’t end up buying thing they don’t really need based on the shopkeepers pressure or selling skills.  Taking all of this into consideration, businesses must always be striving to create a better platform for customer based on their needs and trends. In order to do that the e-commerce will boost the business for the trader as well as will help to provide quality service to the customers with various features. Customers can save their time while buying local products as they do not need to be visiting every vendor for particular products and goods. Trader’s having experience with wider target customers on the sites can focus on maximum sales with trader’s profit and effort, also saving their time.  So, initially this FreshChoice e-commerce is established as joint one-stop shop for the customer with different traders and their varieties of fresh quality of local foods which are easily accessible. This e-commerce has opened opportunities to the local stores of CleckHuddersFax and helped the traders to compete with the national chain. The traders are also provided with daily, monthly reports with transactions which saves time and money. E-commerce is continuously growing as an important factor for the businesses with advanced technologies and features coming up steadily which is something that should be taken advantage of and implemented. At the end, it will be a win-win situation for both the customers and the traders with endless possibilities. |

Project Scope

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| *The objectives should be SMART:*  *S – Specific*  A foodhub site having different products line from various local stores of CleckHuddersFax which is easy to access and also provide reports to the traders.  Focusing on encapsulating the heritage of local area as well as to balance their worklife.  *M – Measureable*  Completing step-by-step procedure every week.  Will be achieved within 9-10 weeks of timeslot.  *A – Achievable*  Creating a user-friendly site which is easy to navigate.  To provide more opportunities to engage trader and customer closer.  *R – Relevant*  Updating the sites based upon the current demand and situation.  Focused on how the traders can attract more customers and increase their sales.  *T – Time Bound*  Start date – May 2nd End date – July 2nd  Division of workload for the completion of the work on time. |
| **Customer Interface**   1. Initial pilot project with 5 traders with 10 shops and with an option to add later on 2. Navigation control of products by shop or product type. 3. Dynamic and adaptive interface while encapsulating the heritage of the area as far as possible. 4. Login and registration system which should be connected through emails to create an account which can also be updated if required and customer should be logged in order to buy any products. 5. Providing a basket where a customer could add all product and includes its total amount to pay which will be reported back to traders after breakdown of goods ordered and payment received. 6. Selective slot system from where customers can collect their goods where each slot can hold max of only 20 items. 7. PayPal as an online payment.   **Traders Interface**   1. A separate login page for the trader through which they can perform CRUD operation on item based on there unique id. 2. A separate dashboard for trader where they can update there information and generate there daily report like order and stock level.   **Management Interface**   1. A management admin login to dashboard with all daily and periodic reports along with access to the trader's account and reports. 2. Daily reports on order of goods with delivery slots and proper labelling with product details. 3. A weekly finance report which will identify payments to be made of orders that have been delivered. 4. A monthly report on their product sales which can be viewed in a number of ways. |

Duration

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| Project started in May 2nd and will be ending 2nd July  May 2: Overall review of the case study.  May 9: Belbin analysis and work division.  June 7: Work in progress.  July 2: Final project submission, Project report. |

Estimated Budget

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| Hours per day per person 4 hours  Hours of week per person 20 hours  Team of 5  Total hours per person 20\*10=200 hours  Total hours for final completion by team: 20\*5\*10=1000 hours |

Roles and Responsibilities

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| Name | Role |
| Kritica Shakya | Primary: Co-ordinator secondary: Implementer least: Monitor evaluation |
| Ritik Khadgi | Primary: Plant secondary: Resource investigator least: Implementer |
| Bishwa Thakuri | Primary: Specialist secondary: Teamworker least: Shaper |
| Sudip Shrestha | Primary: Teamworker secondary: Specialist least: Implementer |
| Pritishma Pradhanang | Primary: Implementer secondary: Teamworker least: Monitor Evaluator |