WAREFLOW

REQUIREMENTS GATHERING QUETIONNAIRE

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Guide: Ms. Sona Maria Sebastian
Project: WAREFLOW

1. Project Overview?

"WAREFLOW" is an advanced WMS project aiming to optimize warehouse operations and improve inventory management, order fulfillment, and overall efficiency. It introduces user-friendly software with real-time tracking, automation, and actionable insights for informed decision-making. Five key roles include Admin, Warehouse Manager, Inventory Controller, Quality Controller, and Customer. Admin manages accounts and payments, Warehouse Managers oversee inventory, Inventory Controllers conduct audits and replenishment, Quality Controllers ensure product quality, and Customers have seamless ordering and tracking experiences. "WAREFLOW" revolutionizes warehouse management for efficient and customer-centric solutions.

2. To what extend the system is proposed for?

The proposed WMS project is designed to be a comprehensive and
versatile solution that covers a wide range of warehouse management functions. It is intended to provide significant benefits such as improved inventory accuracy, enhanced order fulfillment, increased productivity, reduced labor costs, and optimized space utilization. The system's scope extends to supporting efficient warehouse operations and providing a competitive advantage to the organization by delivering faster, more accurate, and cost-effective warehousing solutions while meeting customer demands effectively.

3. Specify the Viewers/Public which is to be involved in the System?

Viewers/public involved in the system:

- Warehouse Manager: Manage inventory, conduct audits, perform quality checks, and process orders efficiently.
- Admin: Access administrative functionalities, manage user accounts, roles, and system performance through reports.

- Customers: Browse products, place orders, track shipments, make online payments, and view order history.
- Warehouse manager: Use real-time analytics and reports for insights into warehouse operations and efficiency.
- Quality Controller: Access relevant information to ensure compliance with quality standards.

4. List the Modules included in your System?

Modules in the WMS:

- User Management: Manage accounts, roles, and permissions.
- Inventory Management: Handle inventory and stock levels.
- Order Processing: Process customer orders and track status.
- Payment Gateway: Secure online payments for orders.
- Warehouse Layout Optimization: Optimize item arrangement for efficiency.
- Stock Auditing: Ensure inventory accuracy with regular audits.
- Quality Control: Perform checks on goods and initiate actions.
- Customer Interaction: Enable customer interactions and order management.
- Supplier Management: Manage supplier information and inventory supply.
- Reporting and Dashboard: Provide comprehensive reports and analytics.
- System Administration: Handle system settings and maintenance.

5. Identify the users in your project?

Users in the WMS:

- Admin: Manages user accounts, roles, and permissions.
- Warehouse Manager: Oversees inventory and operations.
- Inventory Controller: Manages inventory and conducts audits.
- Quality Controller: Ensures product quality and performs checks.
- Customer: Interacts with the system for ordering and tracking.

6. Who owns the system?

The admin has the sole ownership of the system and its web application

7. System is related to which firm/industry/organization?

The "WAREFLOW" WMS project is targeted at warehousing and logistics industries. It serves e-commerce, retail, logistics, manufacturing and wholesale sectors.The system optimizes inventory management, order processing, and supply chain operations. It offers efficient warehouse solutions for diverse industries, streamlining operations and enhancing efficiency.

8. Details of person that you have contacted for data collection?

- Kiran Vijay
  Logistics Manager,
  Expressbees Logistics

- Athul Prince
  Wholesale Distributor
  St Joseph's Agencies, Ernakulam

9. Questionnaire to collect details about the project? (min 10 questions, include descriptive answers, attach additional docs (e.g. Bill receipts, certificate models), if any?)

1. What is the estimated timeline for implementing the WMS project?

Answer: A rough estimate for a comprehensive WMS implementation could range from 6 months to 1 year

2. How many suppliers does your organization work with, and how do you manage supplier information?

Answer:
Our organization works with many suppliers, and we manage their information through a combination of manual record-keeping and digital databases. Supplier details, such as

contact information, product catalogs, and pricing, are stored in a centralized database. With the system implementation, we aim to streamline supplier management by integrating their information directly into the system for improved communication

3. What are the key performance indicators (KPIs) you would like to monitor using the WMS?

Answer:

- Inventory Turnover Rate: To measure how quickly inventory is being sold and replenished.
- Order Fulfillment Time: To track the time taken to process and fulfill customer orders.
- Order Accuracy: To assess the accuracy of order picking and packing processes.
- Stockout Rate: To monitor the frequency of stockouts for critical items.
- Warehouse Utilization: To measure the efficiency of warehouse space utilization.

4. How do you currently handle quality control processes for incoming and outgoing goods in your warehouse?

Answer: Our current quality control processes involve manual inspections for incoming and outgoing goods. With the WMS implementation, we aim to streamline quality control through digital workflows, data tracking, and enhanced traceability. This will improve efficiency, maintain detailed records, and proactively address issues for customer satisfaction and product integrity.

5. Do you have any specific requirements for the system?

Answer: No, our system requires only the basic system configurations

6. What level of training and support do you expect for your warehouse personnel and other users during the implementation phase?

Answer: During implementation, we expect comprehensive training and ongoing support for all users, including hands-on sessions and interactive workshops. A dedicated support team should address issues, provide troubleshooting, and offer timely responses to inquiries. Regular updates and documentation will facilitate continued learning and system optimization.

7. How do you currently manage stock levels and handle stock replenishment in your warehouse?

Answer: Currently, we manage stock levels manually, updating records and initiating replenishment orders based on reorder points. With the WMS implementation, we aim to automate stock management, enabling real-time tracking, stock level alerts, and seamless integration with suppliers for efficient stock replenishment. This will enhance inventory accuracy and optimize stock management in the warehouse.

8. Is there a need for multilingual support or internationalization features in the WMS to cater to diverse locations or regions?

Answer: No, there is no need for multilingual support or internationalization features in the WMS as our organization operates primarily in a single region with a uniform language and cultural context. The system can be designed to cater exclusively to the specific requirements of our target market without the complexity of multilingual support or internationalization.

9. Do you have any specific hardware or infrastructure requirements for hosting the WMS?

Answer: No, our system requires only the basic system configurations

10. How would you like the WMS to handle return and exchange processes for customer orders?

Answer: We would like the WMS to handle return and exchange processes efficiently. The system should have a user-friendly interface for customers to initiate returns/exchanges, and warehouse personnel should track return shipments and manage inventory updates. Automated quality checks and real-time updates for customers will enhance the process, leading to improved customer satisfaction and overall system efficiency.