1 Project Title

A Vendor Management System

2 Component Name

Vendor Feedback and Review System

3 Description of Component

The Vendor Feedback and Review System enables clients to submit, view, and man- age feedback and reviews for vendors. It provides a structured platform for collecting usergenerated reviews, displaying them to other clients, and allowing administrators to moderate content to ensure quality and relevance.

4 Available CRUD Operations

The Vendor Feedback and Review System supports the following CRUD operations to manage vendor reviews effectively:

4.1 CRUD Operations

- **Create**: Clients can submit new reviews or feedback for vendors, which are stored in a feedback.txt file for persistence.

- **Read**: The system displays existing reviews for specific vendors, allowing clients to make informed decisions based on feedback.

- **Update**: Clients can edit their previously submitted reviews or ratings to reflect updated opinions or correct errors.

- **Delete**: Both clients and administrators can delete inappropriate or outdated re- views to maintain the integrity of the feedback system.

4.2 UI Components

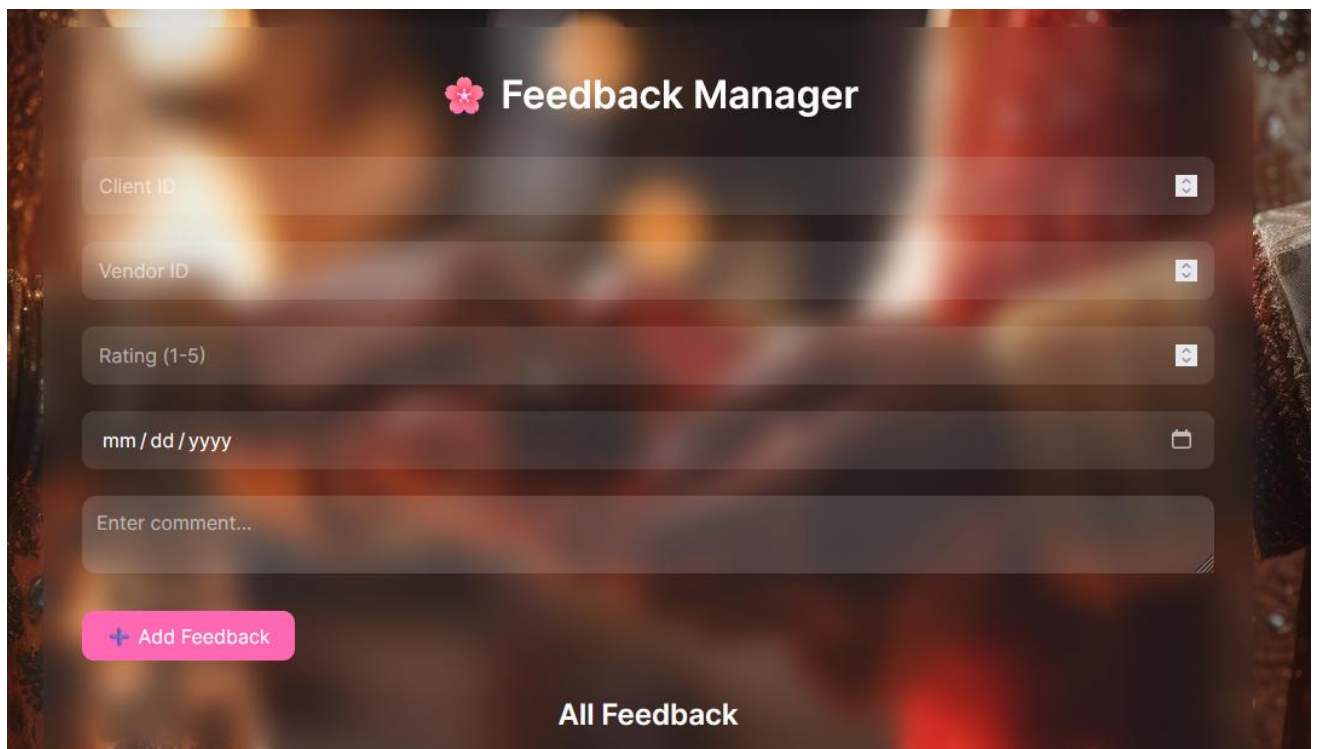The system includes the following user interface components:

- **Vendor Review Submission Page**: A form-based interface where clients can input and submit their reviews or ratings for vendors.

- **View Vendor Reviews Page**: A display page that lists all reviews for a selected vendor, formatted for easy reading.

4.3 OOP Concepts Applied

The implementation leverages object-oriented programming principles:

- **Encapsulation**: The Feedback class encapsulates review data, ensuring secure access and modification through defined methods.

- **Inheritance**: The Client Feedback and Verified Feedback classes inherit from the base Feedback class, extending functionality for specific use cases.

- **Polymorphism**: Different display methods are implemented for admin-moderated reviews and client-facing reviews, allowing flexible presentation based on user roles.

5 Screenshots of Created User Interfaces

Name: H.V.O Rodrigo

IT No: IT24100890