NELSON MANDELA
UNIVERSITY

ONT3010: Project 3
Fridge Management System
OVERVIEW

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SUBSYSTEMS

1. **ADMINISTRATION subsystem**

2. CUSTOMER MANAGEMENT subsystem

3. FRIDGE FAULT subsystem

4. FRIDGE MAINTENANCE Subsystem

5. PURCHASING Subsystem

USERS (Actors)

- ADMINISTRATOR
- CUSTOMER LIAISON
- INVENTORY LIAISON
- CUSTOMER
- FAULT TECHNICIAN

- MAINTENANCE TECHNICIAN
- PURCHASING MANAGER
- INVENTORY LIAISON
- SUPPLIER

ADMINISTRATION Subsystem

ADMINISTRATOR

- Manage customers

- Manage employees

- Manage locations

- Manage fridges (inventory)

- Manage suppliers

- Manage business info

CUSTOMER MANAGEMENT Subsystem

CUSTOMER SERVICE

- Manage customers
- Create fridge allocation

STOCK CONTROLLER

- Receive new fridges
- "Scrap" fridges
- Process customer fridge allocation
- Create purchase request

FRIDGE FAULT Subsystem

CUSTOMER

- Create fault
- View fault status
- Create fridge request
- View request status

FAULT TECHNICIAN

- View faults
- Process fault
- Repair fridge
- Update fridge condition

FRIDGE MAINTENANCE Subsystem

MAINTAINANCE TECHNICIAN

- View customer fridges

- View fridge maintenance history

- Schedule maintenance visits

- Manage maintenance visits

- Service fridge (Maintainance)

- Create fault

CUSTOMER

- View upcoming maintenance visits

- View fridge history
  - Fridge Faults
  - Fridge Service

PURCHASING Subsystem

- **PURCHASING MANAGER**

- Manage suppliers

- Process purchase request

- Create request for quotation

- Process/Receive quotations

- Create purchase orders

- Process Delivery Note