

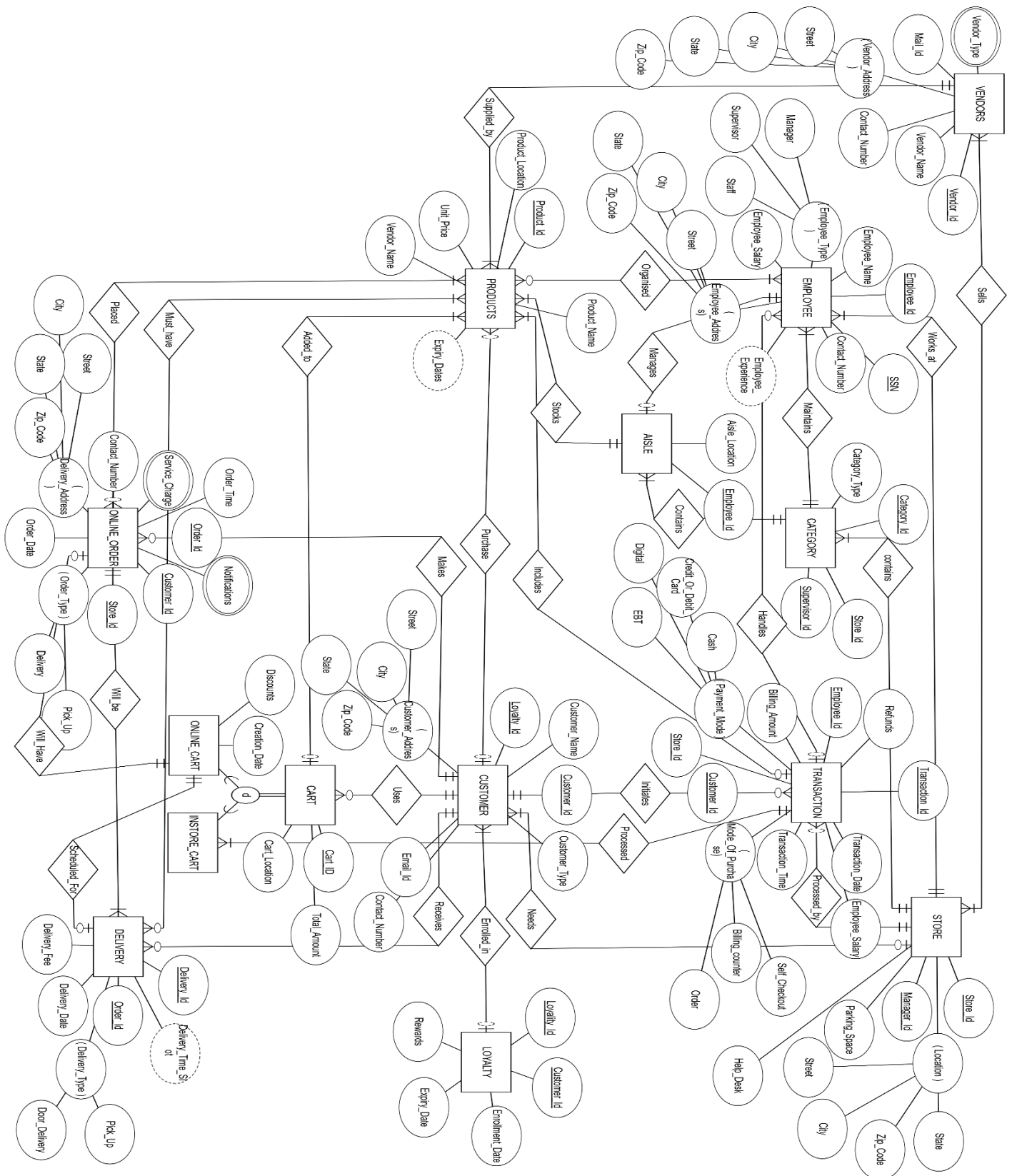
PROJECT-1 SUPERMARKET

1.BUSINESS RULES:

1. Customers can be classified as online or walk-in shoppers. Online shoppers make purchases through our app or website, while walk-in shoppers visit our physical store to explore and buy products.
2. Inventory management involves keeping track of stock levels, monitoring expiration dates, and handling bulk purchases to ensure a well-maintained and efficient supply of products.
3. Pricing and discount strategies focus on setting optimal prices, offering discounts, and conducting clearance sales to maximize revenue while maintaining customer satisfaction.
4. Membership programs offer loyalty rewards and special discounts to encourage repeat business and enhance customer retention.
5. Technology systems, such as POS systems, scanning devices, and monitors, are crucial for streamlining operations and improving the overall efficiency of store management.
6. Supplier and vendor management is essential for maintaining strong relationships with suppliers, ensuring timely deliveries, and negotiating favorable terms.
7. Customer experience is prioritized through feedback collection, 24x7 customer support, and in-store assistance to provide a seamless and satisfying shopping experience.
8. Different payment methods are offered, including credit cards, debit cards, EBT, digital payments, and cash, to ensure a convenient checkout process for all customers.
9. Marketing and advertising strategies are being implemented to attract new customers, promote sales, and build brand awareness.
10. Queue management is optimized through self-checkout facilities, reducing waiting times and improving the flow of customers in the store.
11. Mobile app and online platform allow customers to track products, place orders, and enjoy a convenient shopping experience from anywhere.
12. Environmental policies focus on using more recyclable products and promoting sustainability within the store's operations.
13. Home delivery and store pickup options provide flexibility and convenience, catering to customers who prefer different methods of receiving their purchases.
14. Product categorization ensures that items are organized in a clear and logical manner, making it easier for customers to find what they need.
15. Staff scheduling is managed efficiently to ensure adequate coverage during peak hours while maintaining employee satisfaction.
16. Cleaning protocols are followed rigorously to maintain a hygienic and safe shopping environment for both customers and staff.
17. Emergency gates allocation, such as fire exits, are clearly marked and maintained for the safety of everyone in the store during emergencies.
18. Each department in a supermarket must have a supervisor to oversee operations, manage staff, and ensure smooth functioning.
19. Products on supermarket shelves are organized by category, ensuring easy access for customers. Shelves are regularly restored to maintain availability.

- 20.The supermarket's refund or return policy allows customers to return items within a specified period for a full refund or exchange, provided they are in their original condition and accompanied by a receipt.
- 21.The online app sends notifications to customers when their orders are ready for pickup, ensuring a convenient and timely collection process.

2.EER model:



References:

1. Walmart: <https://www.walmart.com/>
2. Costco: <https://www.costco.com/>

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