

Business Requirements Specification (BRS)

Project Title: Micaela's Produce Center - Premier Quality Produce

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1. Introduction

1.1 Business Purpose

Micaela's Produce Center is actively engaged in the sales of fresh fruits and vegetables. It is located in two different locations, one in Immokalee and one in Fort Myers within Florida. The one located in Immokalee is open on weekdays from 7 am to 7 pm and the other location is open on weekends from 7 am to 5 pm. They are dedicated to serving the highest quality of fruits and vegetables to the community from local vendors. By creating a mobile application to keep track of inventory, Micaela's Produce Center will be better organized and be able to keep track of the conservation time of the produce. An inventory checker will help things run smoothly.

1.2 Business Scope

Micaela's Produce Center is dedicated to the sales of premier fruits and vegetables and providing customers with high-quality customer service. Its aim is to practice sustainability and provide quality products to its customers and community. With their constant focus on selling premier and safe produce, they are one of the most trusted vendors, locally.

1.3 Overview

Integrating an inventory mobile application will allow Micaela's Produce Center to provide customers with fresh produce and to constantly have various products available at all times for customers' consumption. An inventory checker will also ensure that items are not overstocked, as it could result in a loss of sales. The inventory app will allow employees to quickly and effectively check if items are in stock, and to find their price, so they can answer a customer's question in a short amount of time. The inventory app will also provide the company owners with information on inventory status, editing capabilities of prices, and conservation time.

1.4 Definitions

Conservation time: date to ensure the products are fresh and to avoid losses because of spoiled products.

Produce and Products: Fruits and vegetables. No other products except these are sold by the company.

Sustainability: Sustainable practices promote the health and vitality of the environment, humans, and the economy. Micaela's Produce Center sells premier produce and often donates to local shelters to avoid wasting leftover products that are close to their expiration date.

Owner: The founders, Marcos Reynoso and Micaela Felipe.

Market: This refers to the company, as it resembles a farmer's market.

1.5 Major stakeholders

Customers: Are directly linked to the business through the purchase of products. They also impact the company through purchases because sales help the economic status of the company. They influence whether the company succeeds or fails.

Employees: They are responsible for making sales, providing information about the product, and providing excellent customer service. They interact with customers every day and answer any questions that the customers might have about the product. Employees are also expected to load and unload products for shipping.

Suppliers: They supply the merchandise to the business. The suppliers include local farmers and other fruits and vegetable companies around Florida and Georgia. They help ensure that Micaela's Produce Center is stocked with premier produce.

Founders: They created the company, are the main shareholders, and the company owners, and run the day-to-day operations. They make all decisions related to the company and ensure that things run smoothly every day at both locations.

2. References

The company does not currently own a website dedicated to the business, so for reference, the founders of Micaela's Produce Center were interviewed.

Speakers: Micaela Felipe and Marcos Reynoso (Founders of Micaela's Produce Center)

Citation: Felipe, M., Reynoso, M. (2022, April 20). Business Analysis. (R. Reynoso, Interviewer)

3. Business management requirements

3.1 Business environment

The business environment at Micaela's Produce Center is fast-paced as it has an open floor plan for customers to walk around and select the products they want to purchase. Employees are expected to keep products well-stocked so that customers can find the items they want, quickly. Employees are also available to answer any customer questions about inventory and other general questions. Micaela's Produce Center makes decisions from a business perspective. They ensure that the products they buy from suppliers are safe for customer consumption. They focus on product safety as the company's economic impact is based on the customer's perception and sales.

3.2 Mission, goals, and objectives

The mission of Micaela's Produce Center is to be Southwest Florida's leading retailer of premier-quality fruits and vegetables. With the implementation of an inventory mobile application, the company will be able to keep track of all products in an online secure place instead of notebooks that can be easily accessed by anyone and lost in the process. The mobile application will also allow the company founders to view their inventory from anywhere and make sure that all products are available at both locations. Employees can answer any customer's inquiries about a specific product using the app.

3.3 Business Model

Micaela's Produce Center has methods to help achieve the objectives of the company and its products. The company focuses on selling the highest quality products and to achieve this they make sure to buy the best products made available by their suppliers. Not every company offers the highest quality products to their customers. In this company, utilizing an inventory mobile application will allow the founders to inspect the quality of their products and keep inventory stocked, accurately, at all times. Fresh fruits and vegetables have to be well kept to keep them in a fresh state, thus, an inventory app will help the company avoid overstocking items to decrease the probability of product spoilage. Reducing spoilage and overstocking helps the company's economic status and keeps customers satisfied with the quality of the products.

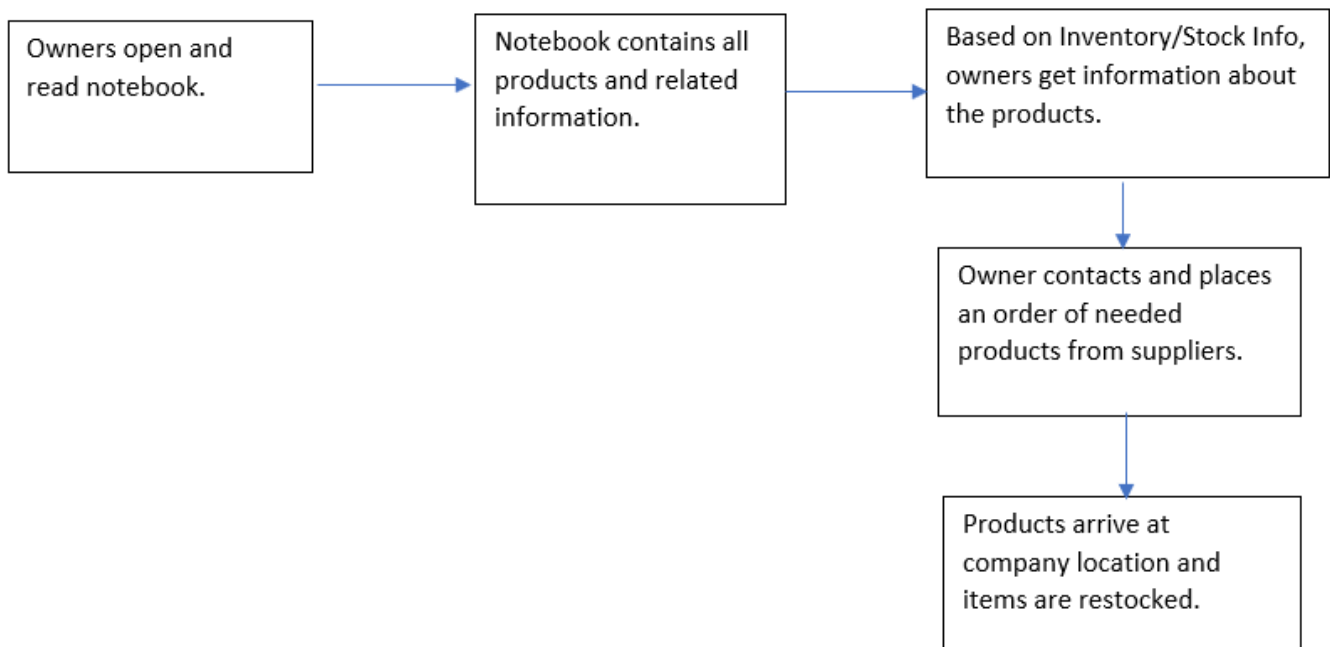
3.4 Information environment

Micaela's Produce Center partners with farmers and suppliers and carefully vet their products to make sure they meet their high standards. To ensure the quality of their products, the founders of the company have built a strong business relationship with their suppliers. Customers are an essential part and the most important stakeholder. Micaela's Produce Center strives to meet or exceed its shopping experience. They strive to achieve this by having the freshest products in stock and a variety of choices to complement the customers' different pallets. Micaela's Produce Center reviews customers' feedback to improve their retail locations. Having a well-documented inventory, will help the company plan a shopping agenda and allow them to buy products within budget as a backup to be prepared if any issues arise in the company. When certain products, locally, are no longer available because they are out of season to purchase from local farmers, Micaela's Produce Center can prepare shipping management to make sure they can get products from other suppliers in other states and countries. Shopping can be made easy through operational excellence. By having strong stakeholder relationships, an organized layout of the produce, exemplary customer service, a documented inventory, and backup plans, Micaela's Produce Center has and will continue to expand through satisfied customers.

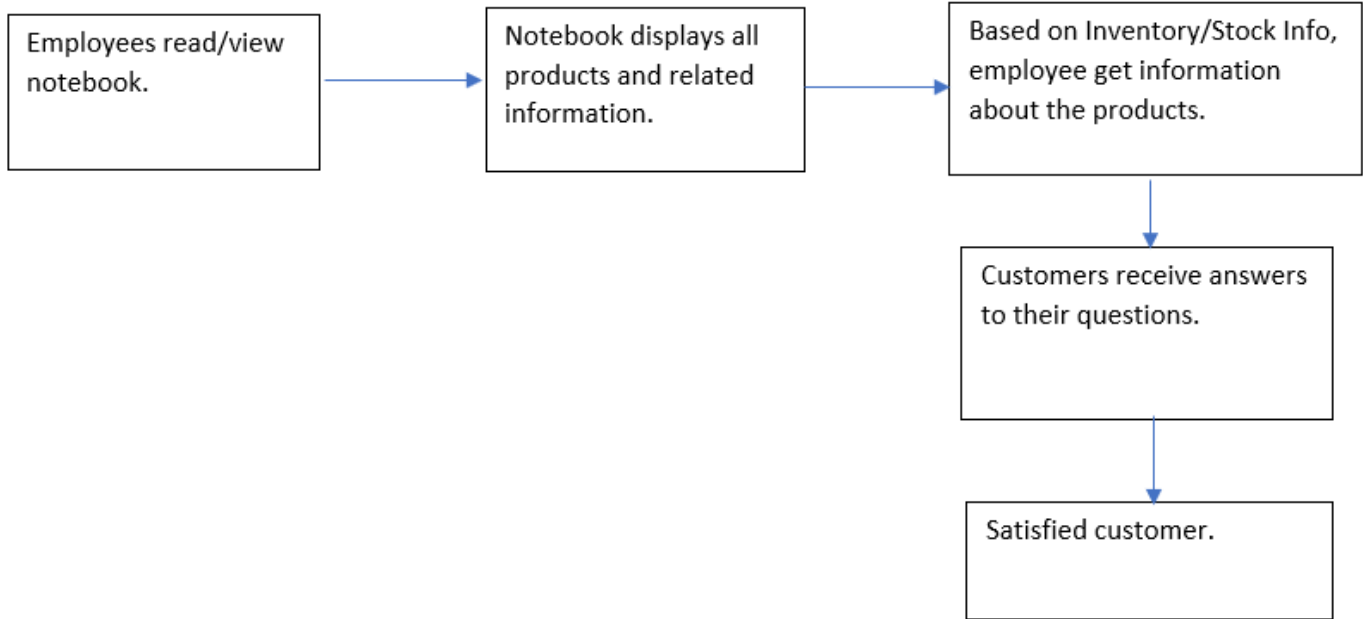
4. Business operational requirements

4.1 Business processes

4.1.1 Micaela's Produce Center business process



4.1.2 Micaela's Produce Center business process



4.2 Business operational policies and rules

Code of Conduct

All employees and management agree to conduct themselves in a professional manner that promotes Micaela's Produce Center as a whole to the communities it represents and serves by building a sense of market community and friendship.

By participating in Micaela's Produce Center, all staff and management agree to:

Demonstrate respect for people of all genders, races, ages, ethnicities, and abilities.

Treat customers, market staff, and others with courtesy.

Not act in a manner that is vulgar or profane, including making anyone uncomfortable to be within the market space.

Assist fellow staff when possible.

Notify the market the company owners immediately of any unsafe conditions and conflicts.

Resolve conflicts with respect and kindness.

Practice safe behaviors at all times while on-site, loading and unloading.

The company owners reserve the right to remove any staff, temporarily or permanently, who violate this code of conduct.

Supplier Code of Conduct

Micaela's Produce Center Supplier Code of Conduct At Micaela's Produce Center, we are strongly committed to ensuring that the products and services we provide are made in a way that respects human rights and the environment and protects the fundamental dignity of workers. We engage with suppliers that are committed to the same principles.

4.3 Business operational constraints

Micaela's Produce Center restricts people from obtaining company information unless they are granted access. Not all employees have access to the same valuable information. All documentation is hand-written, therefore employees are restricted from editing any information related to the products unless they are cleared by the owner of the company. Micaela's Produce Center prioritizes keeping company information, confidential. This is to ensure the company will avoid mistakes and avoid a loss in sales. Nobody but the owners edit product information as they are solely responsible for restocking items and making purchases related to the company. This helps secure budget concerns and inventory numbers. Employees can only view the notebook to help customers with general questions. The notebook contains different sections. One section contains general information about the products, a section made specifically for employees. Other sections contain sensitive information about sales, prices, etc. This section is only accessible to the owners of the company. At Micaela's Produce Center, orders can be placed ahead of time, however, purchases can only be completed when customers arrive and pay in cash.

4.4 Business Operational modes

If a supplier fails to deliver the products, the company must rapidly identify an alternative to resolve the issue. If the problem arises at the last minute, the company will notify the customer and see what solutions they can offer, such as canceling the order or purchasing another item available, or checking if the other location has the product in stock. Depending on the situation, there are a variety of options. They will offer a discount if they do not fulfill the order or the customer's expectations. Allowing the client to refer them for future purchases while maintaining a great reputation with the client and a positive image of the business. If a customer arrives and does not have the cash to pay for their purchase, the sale will not be completed.

4.5 Business operational quality

Micaela's Produce Center quality represents that of a business-focused retail company. Micaela's Produce Center is responsible and dedicated to helping customers with any questions or concerns they may have. The business-focused retail company is prepared to handle increasing volumes of business and treat customers with the utmost respect. No matter the situation that arises, Micaela's Produce Center operates and ensures that all employees and managers prioritize customers and the quality of products. The company listens to feedback and strives to improve.

4.6 Business structure

Micaela's Produce Center began with founder Micaela Felipe and co-founder Marcos Reynoso. Micaela's Produce Center is the retailer of premier-quality fruits and vegetables. When Micaela Felipe and her husband, co-founder, Marcos Reynoso created the company in 1998, they envisioned a greater community with premier quality foods. Micaela's Produce Center provides high-quality fruits and vegetables for their customers and exemplary customer service. The company currently has 2 different locations and holds a vision of expanding more in the future. Micaela's Produce Center has an open floor plan to allow customers to walk around and view all the products available and employees are on standby to answer any of their questions or concerns. The founders of the company make all designs related to the company and run the day-to-day operations of both locations. The founders personally communicate with supplies to ensure the quality of the products meets safety standards and are of the freshest quality.

5. Preliminary operational concept of proposed system

5.1 Preliminary operational concept

Micaela's Produce Center will implement a mobile application that will allow the owners of the company to keep track of all their inventory, online, and information about the different products. The company will be able to insert, update, and delete information regarding all products. The mobile application will improve company organization, security, and product quality. The new system will offer the owners assurance and security from unauthorized users. Micaela's Produce Center will have one payment method, as customers are required to pay in cash when making a purchase. Employees will not be able to access all features of the mobile application. They will only be authorized to view general information about the products, such as the price and their name and use. Micaela's Produce Center will allow customers to place orders ahead of time, but the sale will not be finalized until payment is made in person. The owners of the company have the right to terminate a contract with a supplier if safety standards are not met. When the owners are ready to restock products, based on the information provided by the app, they will contact the supplier and place an order. They will purchase products according to safety standards and with sales in mind. If the app fails and is not working, the owners of the company will be notified so that they can take the appropriate steps to ensure the company continues running smoothly. If there is a privacy concern, the owners reserve the right to terminate contracts with anyone involved. The users of the app include the owners and employees. For safety concerns and for backup, inventory lists will be stored in the cloud.

5.2 Preliminary operational scenarios

To access the app with all features available, the owners will have to login in with their unique identifiers. The passwords are a safety feature to ensure no employees can view sensitive company information, such as the sales of products. Employees will be able to view product information, but owners are the only ones authorized to make any changes to the inventory. The company focuses on business sales and customers, so they keep sensitive information regarding the economic status of the company in the app. Information such as this is kept confidential. Once the owners know about their inventory status, they can make decisions regarding the products and anything related to the company.

6. Other preliminary life-cycle concepts

6.1 Preliminary acquisition concept

The application development will be made available on the iOS and Android platforms to ensure all employees can access the app. As an employee of the company, employees will be able to download it for free on the device of their choosing.

6.2 Preliminary deployment concept

The mobile application will be delivered to the owners of the company so that the owners can introduce it into their company as they see fit. Once the owners implement the app, employees will be able to access it. Once integrated into the company, they can track products.

6.3 Preliminary support concept

The IT department will be in charge of helping clients with any issues that they might run into while using the app. Any questions or concerns the clients might have will be addressed by the IT to help clients use the app in a clear and easy manner.

6.4 Preliminary retirement concept

The information stored in the app will be stored online, therefore, if the app reaches retirement, the information will still be accessible by Micaela's Produce Center. If a new system is introduced to replace the retired ones, information can be transferred for the owner's use.

7. Project Constraints

In regards to money constraints, the development of the app cannot exceed the budget but still meet the client's(MPC) needs to avoid any issues with contracts or other paperwork. The user classes will also have different access features to the app to prevent security breaches. Development of the app will require time management, as development requires a time frame to be able to meet the needs of the client in a reasonable amount of time. This is to prevent any delayed releases of the app.

8. Appendix

8.1 Acronyms and abbreviations

IT - Information Technology

iOS - Apple's Operating System

MPC - Micaela's Produce Center