

Business Requirements Document (BRD)

Project Name: Car Detailing Studio Management Software

1. Introduction

1.1 Purpose

The purpose of this document is to outline the business requirements for a software solution that manages the end-to-end operations of a car detailing studio. The software should streamline customer interactions, service execution, staff productivity, inventory management, billing, and after-sales engagement.

1.2 Scope

The solution will serve:

- **Studio Owners & Managers** → for oversight, reporting, inventory, and staff productivity.
- **Staff/Technicians** → for job cards, service execution, and task tracking.
- **Customers** → for easy booking, transparent service progress, and loyalty programs.

The scope includes mobile and web interfaces. Integration with WhatsApp/SMS/email is required for customer engagement.

1.3 Objectives

- Improve customer experience through seamless booking and service updates.
- Enhance operational efficiency with workflow automation.
- Optimize inventory usage and reduce wastage.
- Enable better decision-making via reports and analytics.
- Increase customer retention via loyalty and memberships.

2. Business Requirements

2.1 Customer Management (CRM)

- Maintain customer profiles with multiple vehicles.
- Record complete service history.
- Automated reminders for due services.

- Communication via SMS/WhatsApp/email.

2.2 Booking & Scheduling

- Enable online/offline booking.
- Show available slots in calendar view.
- Support rescheduling and cancellations.
- Auto-generate job card upon booking.

2.3 Service Catalog & Packages

- Define service categories (wash, detailing, ceramic coating, PPF).
- Create bundled service packages.
- Support tiered pricing (basic, premium, luxury).
- Manage membership/subscription plans.

2.4 Job Card & Workflow Management

- Create digital job card with pre-inspection photos.
- Assign jobs to technicians.
- Track service progress in real-time.
- Mark status (in-progress, QC, completed).

2.5 Inventory Management

- Maintain stock levels of consumables (shampoos, coatings, PPF rolls).
- Track consumption per job.
- Generate low-stock alerts.
- Manage vendor database and purchase orders.

2.6 Billing & Payments

- Auto-generate invoices linked with job cards.

- GST-compliant billing.
- Multiple payment modes (UPI, card, cash).
- Support discounts, coupons, and split payments.

2.7 Staff & Productivity Management

- Create staff rosters and shift schedules.
- Assign tasks/jobs to staff.
- Track job completion rates and time taken.
- Support incentive-based performance tracking.

2.8 Quality Control (QC)

- Implement pre- and post-service checklists.
- Supervisor approval workflow.
- Capture customer sign-off during delivery.
- Store photo/video proof of completed services.

2.9 Loyalty & Memberships

- Manage prepaid packages (e.g., 10 washes).
- Support recurring subscription billing.
- Award loyalty points on spend.
- Offer targeted discounts for repeat customers.

2.10 Reports & Analytics

- Daily/weekly/monthly sales reports.
- Revenue breakdown by service category.
- Staff productivity dashboards.
- Inventory usage and cost analysis.
- Profitability insights.

2.11 Marketing & Engagement

- Send automated service reminders.
- Run promotional campaigns (SMS/WhatsApp/email).
- Collect customer feedback.
- Track referral programs.

2.12 B2B / Fleet Management

- Manage corporate accounts.
- Track multiple vehicles under one client.
- Bulk invoicing.
- Contract and SLA tracking.

2.13 Compliance & Safety

- Maintain chemical usage logs.
- Record wastewater treatment reports.
- Store staff safety training logs.

3. Other Functional Requirements

- Role-based access (Admin, Manager, Technician, Customer Service).
- Multi-device compatibility (mobile + web).
- Secure login and data protection.
- WhatsApp/SMS/email integration.
- Cloud-based hosting for scalability.
- Offline mode (basic functions in case of internet downtime).

4. Non-Functional Requirements

- **Performance:** System should handle 100+ concurrent users.
- **Scalability:** Support multi-branch studios.
- **Usability:** Simple, intuitive UI for both staff and customers.
- **Availability:** 99.5% uptime.
- **Security:** Data encryption, role-based permissions, GDPR compliance.