

# E-COMMERCE DATABASE MANAGEMENT SYSTEM

## Project Overview:

One of the biggest advantages of using databases for e-commerce applications is structuring large amounts of shop data. In this project we will design and maintain an e-commerce database that will help the company's Director of Supply Chain and Business Operations address issues and make strategic business decisions that includes:

Inventory control  
customer satisfaction  
Real-time product inventory information  
Order management  
Supplier management  
On-time delivery performance  
Employee responsibility

## Purpose:

The e-commerce database system functions as the foundation for data-driven decision-making and supports e-commerce businesses in improving their operations and driving growth through the utilization of accurate and relevant data.

The aim of our ecommerce database system is to centralize and arrange the storage of customer and sales data. This system empowers ecommerce businesses to gather, store, and handle their information in a secure and effective way. The key goals of the ecommerce database system are Data Storage, Retrieval, Analysis, Security and Privacy.

## Objectives:

- Provide real-time information on product stock levels to improve inventory control and reduce the risk of overstocking or stockouts.
- Store customer information and track customer behavior to measure customer satisfaction and make data-driven decisions to improve the customer experience.
- Streamline the order management process by automating order tracking, payment processing, and shipping updates.
- Help manage supplier relationships by tracking supplier performance, inventory levels, and delivery schedules.
- Monitor on-time delivery performance to ensure customer satisfaction and make data-driven decisions to improve delivery reliability.

- Track employee responsibilities and performance by recording and tracking task completion, employee schedules, and other key metrics.