**Case Study for Requirement Elicitation:**

ABC & Co is a large chain of retail stores across the country.

ABC & co., wanted to develop an end-to-end solution for one of their business process. They had invited you to come for a discussion to understand their requirements. You were asked to meet the Head-Central Store of the company.

You had gone there to meet the Head-Central Store of ABC & co. During the discussion, he revealed that he needed a system to address his business process “Order-Receive-Issue-Reorder” taking care of the entire flow from receiving a request from a particular retail store-issue of the materials to the retail store – updating stock of central and as well the particular retail store – ordering for the central store once the stock reaches below the designated stock level to be maintained.

You were given complete freedom to interact with the customer to understand the business process and come up with detailed Requirements Document.

Given below is the overview of the activities:

1. Retail store Manager raises the Material Indent (MI)
2. MI is approved by the Head-Central Store
3. MI is routed to the Central Stores Manager
4. Central Stores Manager prepares the Material Issue Note (MIN)
5. Material is shipped to the retail store
6. Stock of Material shipped is updated in both central and retail store
7. If minimum order level of any item is reached in the central store, an alert is sent to the Central Stores Manager
8. Central Stores Manager raises the Purchase order(PO) for the required quantity
9. Head Central Stores approves the PO
10. On receipt of material, Stores Receipt Note (SRN) is raised by the Central Stores Manager
11. Central Store Stock is updated

Also please consider the following requirements:

Y

Y

* Only the Retail Store Manager of the ABC & Co can generate the Material Indent (MI)
* Material Issue Note, PO and Stores Receipt Note can be prepared only by the Central Store Manager
* Stores Receipt Note to be authorized by the Quality Manager after recording the quantity accepted and rejected
* The Purchase Order should be in electronic form sent to the supplier

