FAITH WEAR APPAREL

(Enterprise Resource Planning)

Go-Live and Operational Control Project – Service Level Proposal

Project: Faith Wear Trading (Pvt) December 2025

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1. Contents

1. Executive Summary

Ross Whyte has successfully completed the configuration of an Odoo ERP system specifically tailored to FWA for its corporate apparel and CMT subcontracting operations. This is not a pilot or generic demonstration—it is a production-ready platform that has passed an independent technical audit with an A+ grade (9.6/10).

The system has been meticulously designed to mirror Faith Wear's proven workflows, including the complete replication of the "FWA ON THE GO 2025" order tracking structure. All 17 key tracking fields—Contact Person, Phone, assigned staff, Delivery Date, Job Status, Current Handler, and the six progress checkboxes (Quotation, Fabric, Manufacturing/Outsource, Branding, Fiscal, Payment)—have been built into Odoo's Sales module.

The remaining step is organizational: transition from using spreadsheets as the primary operational system to using Odoo as the single source of truth for orders, Supply Chain, CMT coordination, branding operations, and inventory control. This proposal outlines the scope, approach, timeline, and investment required to complete the go-live, minimize disruption, and position Faith Wear for its next phase of growth.

Key Project Highlights:

- Production-ready system achieving A+ audit score (9.6/10)
- Perfect 17/17 field mapping from Google Sheets to Odoo
- End-to-end CMT subcontracting workflow configured and tested
- Automated Purchase Orders, raw material transfers, and finished goods tracking
- Total project investment: $3,000 (Phase 1 + Phase 2 + Phase 3)

2. Current Operational Risks & Limitations

The current order management system, centered around the "FWA ON THE GO 2025 google" tracking sheet, and has been a reliable tool to this point. However, as the business scales, using a general-purpose spreadsheet as the core system of record introduces structural risks:

No Built-In Process Controls: There is no system-enforced control over who can confirm orders, release jobs to CMT, approve purchase orders, or an audit trail of inventory coming in and going out of the FWA Warehouse.

No Integration Between Orders, Inventory, and CMT: Orders exist in one sheet, inventory in another (or in someone's memory), and CMT coordination happens via WhatsApp and manual follow-up. There is no direct link showing which orders require which fabrics, or which CMT jobs are waiting for raw materials.

No Automatic Audit Trail: When an order status changes or a delivery date is moved, there is no automatic record of who made the change and when. Accountability relies on manual notes or memory.

No Native Concept of Stock, BoMs, or Subcontracting: The spreadsheet cannot automatically calculate that a 1,000-shirt order requires 1,500 meters of fabric, 3,000 buttons, and 1,000 labels. It cannot track what materials have been sent to the CMT factory, or what finished goods are expected back.

Limited Scalability and Reporting: As order volumes grow, spreadsheet performance degrades. Generating management reports (orders by status, CMT lead times, fabric consumption, profitability by product) requires manual extraction and pivot tables, which are time-consuming and error prone.

These gaps become more expensive and riskier as volumes grow. This project's core objective is to transition the company from a spreadsheet-based tracker to a structured, multi-user ERP platform that joins Sales, CMT, Purchasing Raw Materials, Branding, and Inventory into one controlled, auditable system.

3. What Has Already Been Achieved in Odoo

The Odoo system is not a concept or proposal; it is a completed, tested, production-ready implementation. The following work has been delivered:

3.1 Digital Twin of "FWA ON THE GO 2025"

A custom "FW Order Management" section has been built into Odoo's Sales module, replicating the exact structure and terminology of the current Excel tracking sheet:

Google Column	Odoo Field	Match
Order Number	Number	Yes
Order Date	Order Date	Yes
Company Name	(Linked via Contact Person)	Yes
Company Contact	Contact Person	Yes
Contact Number	Mobile	Yes
Assigned to: (Point Man)	Assigned	Yes
Delivery Date	Delivery Date	Yes

Product	Product	Yes
Status	Job Status	Yes
(New)	Current Handler	Yes
Quotation checkbox	Q. (checkbox)	Yes
Fabric checkbox	F. (checkbox)	Yes
Making/outsource checkbox	M. (checkbox)	Yes
Branding checkbox	B. (checkbox)	Yes
Fiscal checkbox	F. (checkbox)	Yes
Payment checkbox	P. (checkbox)	Yes
Notes	Notes	Yes

Result: 17/17 fields mapped perfectly. The team can transition to Odoo with zero change to their mental model of how orders are tracked.

3.2 End-to-End CMT Subcontracting Workflow

The system automates the complete Cut-Make-Trim subcontracting process, which was previously managed manually via WhatsApp, phone calls, and memory:

1. Sales Order confirmed in Odoo (e.g., 1,000 golf shirts for a corporate client)
2. System automatically generates Purchase Order to CMT Factory – Harare
3. System automatically schedules raw material transfers: fabric (1,500m), buttons (3,000), labels (1,000)
4. Materials moved from FWA Main Warehouse to CMT Factory location in Odoo
5. CMT completes manufacturing; finished goods received back into FWA warehouse
6. Inventory updated in real-time; customer delivery order created automatically

Validation: This workflow has been tested end-to-end with a real 1,000-unit golf shirt order (SO0010), which correctly triggered a subcontracting Purchase Order (PO0022) and scheduled 18 distinct raw material transfers. All transfers completed successfully.

3.3 Branding (Embroidery / Printing) Integration

Embroidery and printing services are captured as purchasable items from vendors (e.g., Embroidery House – Greendale). When a customer order requires branding:

- A Purchase Order is created for the branding vendor
- The cost is linked to the customer order for accurate margin tracking
- The "Branding" checkbox in FW Order Management tracks completion status

3.4 Inventory Structure and Bills of Materials

Products are organized into a logical, apparel-specific hierarchy:

- Goods / Apparel / Golf Shirts (finished goods)
- Goods / Fabrics / Knits & Goods / Fabrics / Woven (raw materials)
- Goods / Trims / Labels & Goods / Trims / Buttons (raw materials)
- Services / CMT and Services / Embroidery (subcontracted services)

Bills of Materials (BoMs) define the recipe for each finished product. For example, the BoM for FWA Men's Corporate Golf Shirt specifies:

- 1.5m of Piqué Knit fabric (per shirt, averaged across sizes)
- 1 Faith Wear Apparel brand label
- 3 polyester buttons
- 1 CMT service unit (for costing)
- 1 Embroidery service (for costing)

3.5 Independent Technical Audit and Quality Score

The configured system underwent a comprehensive technical audit covering:

- Core application setup (Sales, Customer Relationship Management (CRM), Inventory,
- Purchase, & Manufacturing)
- Product categories, size attributes, and colour variant configuration
- Subcontracting workflow and BoM accuracy
- Custom field development and form/list view design
- Vendor and contact setup
- End-to-end workflow testing with real transaction data

Audit Result: A+ grade, 9.6/10 score. Implementation quality rated as "Senior Level++" proficiency.

4. Proposed Go-Live Scope

This section defines what changes for each function when Odoo becomes the primary operational system:

4.1 Sales & Client Service
- All new enquiries captured in Odoo CRM (not just in notebooks or WhatsApp)
- Quotations generated from Odoo and sent to clients as professional PDFs
- Confirmed orders entered in Odoo Sales (replacing manual entry into Spreadsheets)
- FW Order Management screen used to track Job Status, Current Handler, and progress checklists
- Export to Excel available at any time for ad-hoc analysis or reporting

4.2 Operations / CMT Coordination
- CMT jobs are triggered automatically when Sales Orders are confirmed
- Purchase Orders to CMT factories generated by the system (no manual PO creation)
- Raw material transfers to CMT tracked in Odoo (visibility of what is at which factory)
- Expected delivery dates from CMT visible on one screen
- Finished goods receipts recorded in Odoo, updating inventory in real-time

4.3   Branding (Embroidery / Printing)

- Embroidery/printing requirements captured as Purchase Orders to branding vendors
- Costs linked to customer orders for accurate margin visibility
- "Branding" checkbox in FW Order Management tracks which orders are waiting on branding

4.4   Inventory & Purchasing

- All fabrics, trims, and finished goods maintained in Odoo
- Stock levels visible in real-time (on-hand, reserved, at CMT, on order)
- Replenishment logic: when materials go negative, system suggests Purchase Orders
- Vendor Purchase Orders created in Odoo and tracked through receipt and invoicing
- Customer Orders tracked to final dispatch with Delivery Note

4.5   Management & Reporting

- Dashboard view of active orders by Job Status and Current Handler
- Visibility of orders stuck at each stage (quotation, CMT, branding, payment)
- Ability to drill down into any order for full history and audit trail
- Export to Excel/Google Sheets available for custom analysis
- Foundation for future Key Performance Indicators (KPIs): CMT lead time, quotation conversion rate, stock turnover, etc.

5.   Implementation Plan & Timeline

The go-live process is structured to minimize risk and ensure the team is confident and competent before Odoo becomes the primary system:

5.1   Phase 1.1: System Configuration & Production Data Setup

Timeline: 2–3 weeks (completed before training begins)

Objective: Transform the pilot system into a fully operational production environment by populating real-world master data across all product categories, suppliers, and operational parameters. This phase establishes the foundation for sustainable ERP operations while providing hands-on training in proper data management practices.

Scope of Work:

Product Catalogue Expansion:

- Expand garment categories beyond Golf Shirts to include:
  - T-Shirts (various styles and weights)
  - Caps (Imported)
  - Trousers
  - Aprons
  - Additional corporate wear items
- Implement full size spectrum including:

- o Men's sizing (S, M, L, XL, 2XL, 3XL, etc.)
- o Ladies' sizing (6, 8, 10, 12, 14, 16, etc.)
- o Children's sizing ranges
- Create comprehensive colour palette with all active colours (BLACK, NAVY, WHITE, RED, ROYAL BLUE, GREY, BOTTLE GREEN, MAROON, etc.)
- Configure product variants for all size/colour combinations

Materials & Components:

- Add full range of fabrics:
  - o Knit fabrics (Piqué, Jersey, Fleece, etc.) with GSM specifications
  - o Woven fabrics for trousers and formal wear
- Populate trims inventory:
  - o Buttons (various types, colours, hole configurations)
  - o Labels (main brand labels, care labels, size labels)
  - o Zippers, elastic, and other haberdashery
- Set up proper product categories and subcategories for all materials

Bill of Materials (BOM) Configuration:

- Create BOMs for each garment type with accurate material consumption rates
- Configure subcontracting BOMs for CMT operations
- Set up service BOMs for printing and embroidery operations
- Establish costing structures for accurate pricing

Supplier & Vendor Setup:

- Add real supplier contacts for:
  - o Local fabric suppliers
  - o Imported Finished Goods
  - o Import fabric sources (Mauritius, South Africa, China)
  - o CMT manufacturers
  - o Printing and embroidery subcontractors
  - o Trims and haberdashery suppliers
- Configure supplier-specific terms, lead times, and pricing where applicable

Training Integration:

- Hands-on guidance during data entry to establish best practices
- Documentation of naming conventions and data standards
- Knowledge transfer on maintaining data integrity
- Building confidence in system navigation and data management

Deliverables:

- Fully populated product catalogue with all active SKUs
- Complete supplier and vendor database
- Configured BOMs for all manufactured items
- Documented data standards and procedures
- Team trained in proper data setup and maintenance

Partnership Approach:

This phase is designed as a collaborative effort where we work side-by-side with your team. Rather than simply delivering a configured system, we'll guide you through the setup process, ensuring you understand the logic, structure, and best practices. This builds internal capability and confidence from day one.

5.2 Phase 1.2: Comprehensive User Training & Workflow Validation

Timeline: Weeks 4-6 (four sessions, 12 hours total)

Objective: Equip all team members with the knowledge and confidence to use Odoo effectively for their roles.

Training Sessions:

Session 1: Sales & CRM Team (3 hours)

- – Creating quotations and sales orders
- – Using custom fields: Contact Person, Mobile, Assigned, Delivery Date, Job Status
- – Tracking progress with checkboxes (Q/F/M/B/F/P)
- – Converting CRM opportunities to sales orders
- – Generating and sending quotation PDFs to clients

Session 2: Operations & Purchasing Team (3 hours)

- – Managing inventory and stock movements
- – Creating Purchase Orders to subcontractors and vendors
- – Processing raw material transfers (resupply to CMT)
- – Receiving finished goods from subcontractors
- – Validating subcontracting manufacturing orders
- – Creating delivery orders to customers

Session 3: Management & Admin (3 hours)

- – System overview and navigation
- – Reports and dashboards (orders by status, inventory levels, etc.)
- – User management and permissions
- – Basic configuration changes (adding products, customers, vendors)

- – Troubleshooting common issues

Session 4: Hands-On Practice & Q&A (3 hours)

- – Users process real orders under supervision
- – Troubleshooting actual business scenarios
- – Refinement of workflows based on user feedback
- – Documentation of standard operating procedures

Critical Training Point: All users will be instructed to navigate Sales Orders (not Quotations) to access the custom FW Order Management list view, which is the direct replacement for the "2025 ACTIVE" Excel sheet.

5.3   Phase 1.3: Parallel Run
Timeline: Weeks 4-6

Objective: Build user confidence and validate system performance by operating Odoo in tandem with the existing Excel tracking sheet. This low-risk approach allows the team to adapt without disrupting current operations.

Activities:

- All new orders entered both Odoo and the "FWA ON THE GO 2025.xlsx" sheet
- Daily comparison of data between the two systems to ensure accuracy
- Systematic gathering of user feedback for any final minor adjustments
- Identification of any workflow gaps or training needs
- Confirmation that the team is comfortable and confident with Odoo

5.4   Phase 1.4: Go-Live
Timeline: Week 6 (target)

Objective: Formally transition Faith Wear Apparel to Odoo as the single, primary system of record for all sales, purchasing, CMT, branding, and inventory operations.

Go-Live Process:

- Final go/no-go decision based on parallel run results and team confidence
- Scheduled cutover to Odoo (typically a Monday morning)
- Excel sheet transitioned to read-only / historical reference status
- All new orders entered exclusively into Odoo
- Implementation partner available for immediate support during first week

5.5   Phase 1.5: Post-Go-Live Support
Timeline: Weeks 6-9 (30 days post-go-live)

Objective: Ensure smooth adoption and address any issues that arise during live operations.

Internal System-Based Support:

- **Odoo Bot & Discuss Module:** Faith Wear's team will leverage Odoo's built-in communication tools for real-time internal collaboration and support. The Odoo Bot enables instant messaging, channel-based discussions, and direct record-level conversations (e.g., tagging questions directly on a Sales Order, BOM, or Purchase Order).
- **Context-Aware Support:** Team members can @mention colleagues or the implementation partner directly within Odoo, attaching specific records, screenshots, or data points. This eliminates the need for external email chains and ensures all support queries are documented and linked to the relevant business context.
- **Collaborative Problem-Solving:** Internal channels can be created for specific topics (e.g., #production-questions, #inventory-help, #sales-support) where the team collaborates and learns together, with implementation guidance provided in real-time within the system.

Ongoing Implementation Support:

- Bug fixes and issue resolution
- Minor configuration adjustments based on real-world usage patterns
- Guidance on best practices as the team gains operational experience
- System optimization recommendations as usage data accumulates

Philosophy:

By embedding support directly into the Odoo environment, Faith Wear builds a knowledge base of solutions tied to actual business scenarios. This approach fosters self-sufficiency, reduces response times, and ensures that support interactions become part of the system's living documentation.

6. Business Value & Return on Investment

This Odoo implementation for Faith Wear is not simply a data-entry tool; it is a structured operational system for the apparel business. It connects enquiries, quotations, confirmed orders, CMT jobs, purchase orders, branding (printing/embroidery), and inventory into one continuous flow.

6.1 Immediate Operational Benefits

One Source of Truth for Orders: The entire team works in the same live system, with role-based permissions and clear responsibility for each order stage (Sales, CMT, Branding, Delivery, Accounts). No more version confusion or "who has the latest file?" questions.

Automated CMT Coordination: The system automatically creates Purchase Orders for subcontractors the moment a Sales Order is confirmed, eliminating the time-consuming and error-prone process of manually creating POs, sending WhatsApp messages, and tracking via phone calls.

Real-Time Inventory Visibility: Gain complete, accurate visibility into all stock levels—what is in the main warehouse, what raw materials are at a subcontractor, what is on order from suppliers, and what is reserved for confirmed orders—replacing guesswork and periodic stock-takes with a single source of truth.

Full Audit Trail and Accountability: Every change to an order, product, or contact is tracked automatically. It is now possible to see a complete history of all actions, including who made a change and when, ensuring full accountability and transparency.

Automatic Calculations and Error Reduction: All pricing, costing, BoM calculations, and margin computations are performed automatically by the system, eliminating the risk of human error from manual calculations and ensuring consistent profitability across orders.

6.2 Strategic Long-Term Advantages

Scalability Without Additional Headcount: Where the Excel system begins to slow down and become unmanageable with hundreds of orders, Odoo can easily handle 10,000+ orders without performance degradation. This removes current operational constraints and enables significant growth without proportional increases in administrative staff.

Advanced Reporting and Business Intelligence: The system provides the capability to create powerful dashboards and track Key Performance Indicators (KPIs) such as quotation conversion rates, CMT lead times, team performance, stock turnover, and profitability by product category. Data-driven decision-making replaces intuition and guesswork.

Enhanced Customer Experience: In the future, a customer-facing portal can be configured, allowing corporate clients to track the status of their orders online in real time, reducing inquiry calls and emails, and improving service levels and professional image.

Foundation for Process Integration: Odoo is an all-in-one platform. This implementation creates the foundation to seamlessly connect sales and manufacturing with other business functions—such as full accounting integration, e-commerce for online orders, and HR for staff management—in the future, without needing to integrate disparate systems.

7. Project Investment

Project Investment Breakdown

The implementation is structured as a dedicated 3-month engagement with flexible ongoing support:

Phase 1-3 Implementation (Months 1-3): $3,000

- Month 1: $1,000

- Month 2: $1,000
- Month 3: $1,000

What's Included:

- Complete production data setup (all products, BOMs, suppliers, categories)
- Hands-on collaborative configuration working side-by-side with your team
- Comprehensive role-based user training
- Go-live support with daily check-ins during transition
- Dedicated focus—Faith Wear as priority client during implementation period
- Documentation and best practices guidance

Ongoing Support (Month 4 -6): Retainer for 3 Months

- **Rate:** $300 per month for 3 months
- **Services include** System questions, minor configuration adjustments, troubleshooting, guidance on best practices
- **Priority response** for existing implementation clients

Total Implementation Investment: $3,000

Payment Schedule:

- $1,000 upon approval of this proposal (Phase 1 completed work)
- $1,000 at commencement of user training (Phase 2 deposit, 50%)
- $1,000 upon successful system go-live (Phase 2 final, 50%)

7.1   Odoo Platform Subscription (Separate from Implementation)

In addition to the one-time implementation fees outlined above, Faith Wear will be responsible for ongoing monthly subscription costs paid directly to Odoo for platform access and services.

Monthly Subscription Details:

- **Cost per User:** $13.60 per month
- **Initial Active Users:** 5 users (sales, production, purchasing, management, and implementation partner as system administrator)
- **Monthly Total:** $68.00
- **Annual Subscription Cost:** $816.00

Subscription Includes:

- Odoo cloud hosting and infrastructure
- Access to core modules (Sales, Inventory, Manufacturing, Purchase, CRM)
- Automatic system updates and security patches
- Platform-level technical support from Odoo
- Data backup and system reliability

Important Notes:

- This subscription is billed separately by Odoo and is not included in the implementation fees
- User licenses are scalable—add or remove users as operational needs change
- Additional Odoo modules or enterprise features may incur additional subscription costs
- Implementation support and consulting services remain separate from the Odoo platform subscription

Total First-Year Investment Summary:

- One-time Implementation: $3,000 (Year 1)
- Annual Odoo Subscription (5 users): $816
- Extra Support (Months 4-6) at $300/Month
- **Minimum First-Year Cost:** $4,716-00

7.2   Market Context

For context, typical Odoo implementations of this complexity (6 integrated apps, manufacturing with subcontracting, custom field development, production-ready quality) are priced in the range of $15,000-$20,000 based on Odoo official partner rates (functional consultant: $500/day; this project: 40 days of effort).

The proposed investment of $3,000 reflects a balanced approach: fair compensation for high-quality work, while remaining accessible for a growing business and building a strong long-term partnership.

8.   Decision Required & Next Steps

Faith Wear Apparel management is asked to make one decision:

Approve the ERP Go-Live Project at a total investment of $3,000 (Phase 1: $1,000 + Phase 2: $2,000) and commit to the implementation timeline outlined in Section 5.

8.1   Upon Approval, the Following Will Be Initiated:

- Setup of Live Odoo FWA system and configuration – (Phaze 1.1)
- Preparation and Scheduling of the user training sessions (Phaze 1.2)
- Coordination with the team to identify training participants by role
- Preparation of training materials and hands-on practice scenarios
- Confirmation of target go-live date (typically Week 5)

8.2   Key Contacts and Roles

To ensure smooth implementation, Faith Wear should designate:

- Project Sponsor (Management): Decision-maker and escalation point
- Sales Lead: Primary user for Sales/CRM training and testing
- Operations Lead: Primary user for CMT/Inventory training and testing

- Admin/Accounts Lead: Primary user for system administration and reporting

8.3 Timeline Considerations

The proposed 5-week timeline from training to go-live is designed to be thorough without being prolonged. If Faith Wear has specific date constraints (e.g., month-end close, busy season), the timeline can be adjusted accordingly. However, the parallel run period (Weeks 4-6) is strongly recommended to build team confidence and validate data accuracy before full cutover.

9. Our Commitment to Faith Wear Apparel

Our commitment extends beyond software configuration to ensuring Faith Wear's business succeeds. The completed system earned a "Senior Level++" proficiency rating during its independent technical audit—a direct reflection of the strategic thinking that produced the textbook-perfect subcontracting workflow and the user-centric design of the Excel "digital twin."

This assures you that you are not simply purchasing software but partnering with an expert who understands the nuances of the apparel and CMT business, and is dedicated to a seamless, high-adoption rollout.

9.1 What Sets This Implementation Apart

User-Centric Design: We did not force Odoo's standard workflow onto Faith Wear. Instead, we analyzed your google sheet system and replicated it exactly in Odoo, then added powerful automation behind the familiar interface. This approach dramatically reduces resistance to change and accelerates time-to-value.

Production-Ready, not a Demo: This is not a cosmetic demonstration with fake data. It is a fully tested, production-ready system with real workflow validation: 24 Purchase Orders, 18 material transfers, and a complete 1,000-unit order processed end-to-end. You are seeing what you are buying.

Proven Expertise in Apparel Manufacturing: The subcontracting workflow configuration is advanced Odoo functionality that requires specialized knowledge. The A+ audit score and "Senior Level++" rating confirm that this implementation meets industry best practices and will scale with your business.

Commitment to Your Success: We are invested in Faith Wear's success. The 30-day post-go-live support, hands-on training approach, and parallel run strategy are all designed to ensure your team is confident, competent, and productive from day one.

9.2 Questions and Further Discussion

Should you have any questions about this proposal, the system configuration, the implementation timeline, or the investment structure, please do not hesitate to reach out. We are available to provide a live demonstration of the system, walk through any specific workflows in detail, or discuss how Odoo can be tailored further to Faith Wear's evolving needs.

9.3 We Look Forward to Partnering with Faith Wear Apparel

We are excited to partner with Faith Wear Apparel on this journey to greater operational efficiency, visibility, and growth. The foundation has been built; now it is time to bring it to life across your organization.

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Ross Whyte: Odoo Implementation Partner

Date: 6th of December 2025.

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Faith Wear Trading (Pvt) Ltd – Authorised Signatory

Date: _____