

Topic : **Services/Customers Management**

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Problem Background The top problem of that many small business owners doesn't know that forces them out of business is the lack of organization.

-A logistics management system is a combination of software tools that optimize business processes from beginning to end. A logistics management system will help increase efficiency in processing orders, managing inventory, transporting orders to customers, and returning orders if necessary.

Common causes for project failure



Target: Local Sellers /Brands/ Customers

Causes:

- Misunderstood mission.
- Lack of team cohesion.
- Lack of resources.
- Bad planning and a lack of strategy.

Countermeasures: The main measure would be the percentage of sales improvement and customers reviews

Stakeholders

- Local Bands
- Entrepreneurs
- Customers

Check/Evaluate

- Client Service improved
- Faster process of client services
- manage their products inventory and sells.
- Evidence of the process of payment / receipt with a complete information.
- Have accountability of their expenses (for customers) / Sells (for brands)

Act/ Standardized:

- It will allow to grow and support Locals services and Brands.
- can know the habits of customers and their potential customers.
- Get genuine information to improve your sales.
- . Gives people a place to share and discover reviews of businesses,