Project Title	Implement Effective Barbershop Appointment Scheduling	Product/Process Impacted	An appointment scheduler
Start Date	January 29, 2018	Organization/Department	Temple University
Target Completion Date	April 24, 2018	Champion	Jacob A Andrews

		Description	
1. Project Description		Service providers work directly with their customers. Whether it's a nail salon or a barber shop the providers rely directly on their customers scheduling appointments with them. Initially, providers are at the mercy of their customers. When a customer calls or texts for an appointment, it initiates a back and forth conversation to iron out the exact time and date. We look to eliminate that problem and allow our providers to utilize their time more effectively in growing their business rather than scheduling appointments. Providers will be able to add a scheduling platform to their website that customers will be able to view the providers schedule and make an appointment with them at their convenience.	
2. Project Scope		We will be focusing on allowing service providers to provide their customers with a scheduling platform that can be used to schedule an appointment directly with them. Through freeing up time for the service providers, we are allowing them to be more productive can focus on growing their business. We will be focusing on creating a calendar that can be managed by the provider and then viewed by the customer. The function of the calendar will be for the customer to select an appointment slot that works for them, then book the appointment and then having the appointment uploaded to the customer and the providers google calendar.	

1. **Project Goal and Deliverables**		Metrics	Baseline	Current	Goal	
		% of customers booking appointments online	90%	0%	100%	

Time Reduction Established with clients	80%	0%	90%	
Application Rating Score All users	3 Stars	N/a	5 Stars	
Productivity Increase Established with clients	75%	N/a	90%	

To be successful, our team will deliver a scheduling platform that service providers can have added to their websites. The goal that our team has set, and the way we will determine performance, is allowing a provider to send their customer the link to their website and letting the customer schedule from there. Through conversations with service providers, we established goals to automate the process and allow every appointment to be booked online. The goal will be measured through working with our clients to ensure that all of their appointments are being successfully booked through the system.

4. Business Results Expected	We will create a functioning application that allows service providers to let their customers schedule appointments directly with them through their website. Eliminating either the back and forth confusion service providers go through while scheduling an appoint, or the need for a secretarial role.
5. Team members	We are accountable to our professor, Anthony Messina. Our champion is Jacob A Andrews. Our team consists of Alisa Islam, Jacob A Andrews, Shane Fowler and Shuyue Ding. We can turn to our professor for guidance.
6. Support Required and risks	We will need to utilize our knowledge that we learned throughout the MIS courses to work with our clients and build them a platform that fits their needs. We will work directly with providers throughout our testing to ensure that our goals are hit and that we surpass our baselines. We have our drive shared through google docs to allow us to work remotely due to conflicting schedules.
7. Customer Benefits	Customers will be able to schedule appointments directly with their provider and they will choose a set date & time for when their appointment is. This leads to raising customer satisfaction because they won't have to wait for an extended period of time in order to get their appointment.
8. Technology Architecture	*Same as question 8 below*

9. Overall schedule/Work Breakdown Structure (Key milestones & dates)	Responsible individual	Output (notes, diagrams, interviews, screen prints)	Date started if in progress Or Expected completion date	Date completed or date completion is expected
Planning	Jacob	Project Charter, Problem Statement		February, 2017

Analysis	Jacob	Deliverable requirements, Interviews		Late February, 2017
Design	Jacob	Systems Architecture/ Data Model Architecture, Process Model		March, 2017
Implementation: Construction	Jacob	Prototype versions, revisions		Early April, 2017
Implementation: Testing	Jacob	Test prototype model, note needed changes		Late April, 2017
Installation	Jacob	Final Presentation, Project Summary		April 24th, 2017

Project Title: Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.
<u>Implement a Scheduling Platform for Service Providers.</u>

Product/Process Impacted: What you are working on.
<u>Appointment scheduling</u>

Champion: The sponsor of the project.
<u>The Barber Shock</u>

Organization: Where you work.
<u>Temple University</u>

Start Date: 1/29

Target Completion Date: 4/24

1. **Project Description:** Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

    The barbers at the barbershop would receive text messages and phone calls from about 60 clients each week. It was challenging to manage all of these requests efficiently by texts and calls only. This project will improve the process of scheduling their appointment. In the end, both the client and barber will be satisfied because each will know exactly when the appointment is based on the time selected and the barber can manage clients more effectively.

2. **Project Scope:** What the boundaries are of the process that you are going to be working on.

    This "Process" begins with the client selecting a barber, date, and time and ends with a notification to both the barber's and client's google calendar of appointment time.

3. **Project Goal:** Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don't have a quantifiable target then you cannot claim that you have reached your goal.

    <u>For Customers Booking: Baseline - 90%, Current - 0%, Goal - 100% (The goal reflects a 100% customer use of platform)</u>

4. **Business Results:**   What the benefits are to your organization when this project is complete. How will this project impact your organizations "Dashboard" metrics? What will be the impact to the financial bottom line?

    The benefits of this project when it is complete is an easy, efficient way for clients to schedule a time for a haircut with a barber. The impact to the financial bottom line is the increase of revenue due to clients scheduling appointments as opposed to walking in and having to wait up to 30+ minutes in order to get a haircut.

5. **Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.

     Alisa Islam, Shuyue Ding, Jacob Andrews, Shane Fowler

6. **Support Required:** Identify other resources that may be required, such as outside consultants etc.

7. **Customer Benefits:** What the benefits are to the customers of this project if the process/product is improved.

    The clients will be able to schedule appointments easier and they will have a set date/time when they know their appointment is. Again, this leads to customer satisfaction because they won't have to wait for an extended period of time in order to get a haircut.

8. **Technology Architecture:** What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?

We are using an online database through the web host that the service providers use. The project was created through a code editor. All team members successfully completed MIS3501, the PHP coding course, and have the knowledge to understand and build updates onto the project.

9. **Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.

Date	Task
2/1	Project Pitch
2/15	Status Report - Technical Architecture
3/20	Status Report - Business Case + Prototype
3/29	Status Report - Technical Architecture + Prototype
4/12	Status Report - Project Overview + Business Case + Prototype
4/17, 4/19	Presentation Dry Runs
4/24	Final Presentation