Free business plan on project proposal

Business, Company

It is dabbed feedback consolidation software training for Best Solutions Beauty Company.

Describe the project

This kind of technology will enable this to be accessed across all the branches so that it give the management to see the most positive and negative feedbacks, what has been done about them in the various branches in the past, which branch is lagging behind on correcting the negatives as well as which unique negative feedbacks are most common in which branches. The overall purpose of this is to make feedback more effective between the company and the customers. Many companies advise their customers to give feedback on pieces of paper and they later sit and break them down but that is not a guarantee that they are act on the and also no records are kept for future reference and also this is inconveniencing since the customers have to physically go to the business premises to fill up the feedback sheets.

Potential stakeholders

The company has to ensure that the relevant management personnel attends so that they intern train the next level of staff to enable this to be as effective as possible since every staff has to be involve to reduce on the complaints from customers. Another stakeholder is the manufacturer of the software to answer any questions on how it works. The trainers are also important since they will pass the knowledge on why they should implement it, how to implement it and also how effective it will be in the company. Consumer awareness representatives will also take part so that they educate

the consumers on the availability of such a service to ensure that they make use of it for future evaluations.

Objectives and outcomes

- It will ensure that customers can give complains from wherever they are without physically walking to the premises to fill up the complain sheets.

How success will be measured

1. Check records of what customers are saying about the system.

2. Seeing if past complains have been repeated by the company and what compensation was put in place for the offended customers.

3. If profits increase because the past mistakes have been corrected and also new customers are buying their products.

Measures to ascertain the measurable organisational value of the project

The company wants to be the best in beauty products in its region and this is only possible if they give their customers what they want and improve on complains of the customers and thus this system will be useful in keeping records. The company also wants to keep its place regardless of competition and so they need to invest in systems that avoid repetition of past mistakes that may cost them their valuable customers to their competitors. Making consumers feel part of what they buy is important and so allowing them to give their opinion in an orderly manner knowing that feedback from the company will be available to them at the comfort of their homes or offices any time of the day and thus enhance proper communication very crucial to any business.