



اَوْبِقُورَسِيَّتِي تِيكُونُ لَوْ كُنَّ مَبَارَا
UNIVERSITI
TEKNOLOGI
MARA

ENT300

FUNDAMENTAL OF ENTERPRENEURSHIP

MaiDah Enterprise

PREPARED BY:

NAME	STUDENT ID
Abid Arif Bin Abd Rashid	2017230664
Ahmad Salihin Bin Mohd Radzi	2017239266
Hilman Hanif Bin Mansor	2017247014
Muhammad Daniel Bin Abd Radak @ Abdul Razak	2017255422
Muhammad Adam Fuzzery Bin Amir Ruddin	2016106185

GROUP:

KBA1115A

PREPARED FOR:

Mohd Najmie Bin Osman

SUBMISSION DATE:

23 December 2019

Abid Arif Bin Abd Rashid
Ahmad Salihin Bin Mohd Radzi
Hilman Hanif bin Mansor
Muhammad Daniel Bin Abd Radak @ Abdul Razak
Muhammad Adam Fuzzery Bin Amir Ruddin

MaiDah Enterprise
No, 2, Persiaran BLM 6/2, Bandar Laguna Merbok,
08000 Sungai Petani,
Kedah
December 3, 2019

Mohd Najmie Bin Osman
Universiti Teknologi MARA (UiTM) Kedah,
08400 Merbok, Kedah

Dear Sir Najmie,

We very pleased to enclose my business plan in area Merbok Kedah. MaiDah Enterprise objectively is to solve students problem while using bus transportation which provided by UiTM. MaiDah Enterprise believes that will provide the excellent quality service for the users.

MaiDah looks forward to long term association in near future.

We ready to hear your comments and answer if have any questions you may have. You can reach me at 011-33124146.

Thank you for your time and attention.

Sincerely,

MaiDah Enterprise

Executive Summary

MaiDah Enterprise is a business that design an application services that purposely to reduce problems facing by non-residents students in UiTM. We provide Track the location of bus (GPS), Arriving of bus (Time), Amount of passengers (Availability) and passengers can pin their location (Pin).

Our target's customers are non- residents students. We sell our product services at RM 4.99. Based on the targeting customer, we identifying the customers are from Diploma and Degree students from different semester.

This business is based on partnership where it consists of five members who hold important positions in the company such as General Manager, IT Manager, Marketing Manager, Operation Manager and Financial Manager. The total contribution of each member for the business purposes is RM 14300.

We are hoping and wishing to make MaiDah application service be able to provide connectivity with the user and helps them to solve problem facing. Our business is expected to commence on 18 December 2020.

The members are basically from Diploma graduation have their own capabilities. The five partners will be take responsibilities based on their different duties and work's portfolio.

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Chapter 1 Introduction

1.1 Introduction of The Business

Name of the business	: MaiDah Enterprise
Nature of business	: Transportation Service
Industry profile	: A mobile application that establish in 2019 to facilitates non-resident UiTM students that use UiTM bus for their daily ride. For a RM4.99 sale price, it is included in the tuition fee where it become compulsory for all non-residents
Business location	: No, 2, Persiaran BLM 6/2, Bandar Laguna Merbok, 08000 Sungai Petani, Kedah
Date of commencement	: 18 December 2020
Factors in selecting the proposed business	: a) Necessities for better transportation service as it has the potential to be developed b) Provide convenience to the users as they can efficiently utilize their time
Future prospects of the business	: a) Commercialize the applications to all public and private universities across Malaysia b) Improvement of the application by introducing new high-tech features from time to time

1.2 Purpose of Business Plan

1. To give the entrepreneur to identify, describe and analyse the proposed business venture
2. To explain business objectives with team management
3. To persuade relevant parties about the project
4. Giving guideline for managing the business
5. To allocate business resources effectively

1.3 Business Background

All information here must be clear and accurate. Abbreviations that may confuse the reader should be avoided.

Name of the business	: MaiDah
Business address	: No 2, Persiaran BLM 6/2, Bandar Laguna Merbok, 08000 Sungai Petani, Kedah
Correspondence address	: UiTM Merbok, Kedah
Website address	:
E-mail address	: maidah@gmail.com
Telephone number	: 011-33124146
Fax number	: -
Form of business	: Partnership
Main activity	: Application service
Date of commencement	: 18 December 2020
Date of registration	: 3 December 2019
Registration Number	: In Progress
Name of Bank	: Bank Islam
Bank account number	: 02075025052071

1.4 Partners Background

1.4.1 General Manager



Name : Ahmad Salihin bin Mohd Radzi

Identity Card Number : 99080808-08-6237

Permanent Address : 68 Jalan Sejahtera 2 Taman Sejahtera 14000
Bukit Mertajam, Pulau Pinang

Correspondence Address : 68 Jalan Sejahtera 2 Taman Sejahtera 14000
Bukit Mertajam, Pulau Pinang

Email Address : salihinradzi1379@gmail.com

Telephone Number : 011-16675499

Date of Birth : 08/08/1999

Age : 20 Years

Marital status : Single

Academic qualification : Diploma in Business Administration (Expected graduate on January 2020)

Course attended : Business Administration

Skills : 1) Advertising
2) Editing

Experience : 2016-2017 Staff at YakiYaki Restaurant
2017-2018 Assistant at MTD Surveillances
2018-Present Part time as delivery boy at Mcdonald's

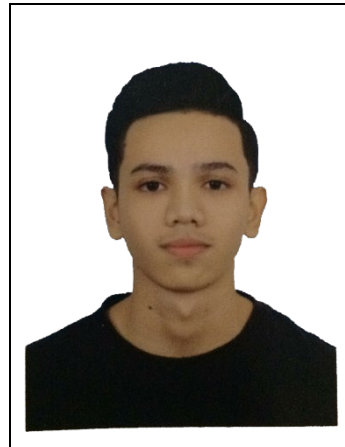
Capital contribution :RM 2860

1.4.2 IT Manager



Name : Muhammad Danieal Bin Abdul Razak
Identity Card Number : 990511-09-5087
Permanent Address : No, 11, Lorong 2 Taman Mas Muda, 01000 Kangar
Perlis.
Correspondence Address : No, 11, Lorong 2 Taman Mas Muda, 01000 Kangar
Perlis.
Email Address : daniealz99@gmail.com
Telephone Number : 0194376895
Date of Birth : 11/05/1999
Age : 20 Years
Marital status : Single
Academic qualification : Diploma in Public Administration (Expected graduate
on January 2020)
Course attended : Public Administration
Skills : 1) Admin management
Experience :
Capital contribution : RM 2860

1.4.3 Marketing Manager



Name : Abid Arif Bin Abd Rashid
Identity Card Number : 990929-05-5509
Permanent Address : No, 5, Lot 23 KG Hutan Gelam, Jalan Titi Hj Idris,
Langgar 06500 Alor Setar Kedah
Correspondence Address : No, 5, Lot 23 KG Hutan Gelam, Jalan Titi Hj Idris,
Langgar 06500 Alor Setar Kedah
Email Address : abidarifrashid@gmail.com
Telephone Number : 011-33124146
Date of Birth : 29/09/1999
Age : 20 Years
Marital status : Single
Academic qualification : Diploma in Business Administration (Expected
graduate on January 2020)
Course attended : Business Administration
Skills : 1) Communication
2) Third language
Experience : -
Capital contribution : RM 2860

1.4.4 Operation Manager



Name : Muhammad Adam Fuzzery Bin Amir Ruddin
Identity Card Number : 980108-02-5709
Permanent Address : No, 11, Lorong 11 Taman Mewah, 08000 Sungai
Petani Kedah
Correspondence Address : No, 11, Lorong 11 Taman Mewah, 08000 Sungai
Petani Kedah
Email Address : adamburn75@gmail.com
Telephone Number : 018-9881762
Date of Birth : 08/01/1998
Age : 21 Years
Marital status : Single
Academic qualification : Diploma in Business Administration (Expected
graduate on January 2020)
Course attended : Business Administration
Skills : 1) Communication
2) Editing
Experience : 2012-2013 Part Time at Edwin, Sunway Carnival
Mall
Capital contribution : RM 2860

1.4.5 Financial Manager



Name : Hilman Hanif Bin Mansor
Identity Card Number : 990501-09-5147
Permanent Address : No, 8, Lorong Jambu Merah, Bintong, 01000 Kangar
Perlis
Correspondence : No, 8, Lorong Jambu Merah, Bintong, 01000 Kangar
Address : Perlis
Email Address : hilmanhanif1999@gmail.com
Telephone Number : 011-12576173
Date of Birth : 01/05/1999
Age : 20 Years
Marital status : Single
Academic qualification : Diploma in Business Administration (Expected
graduate on January 2020)
Course attended : Business Administration
Skills : 1) Calculation
2) Typing skill
Experience :
Capital contribution : RM 2860

1.5 Business Location

1.5.1 Factors influencing Choice of Business Location

Adequate basic amenities

Laguna Merbok is a thriving business area equipped with a variety of basic amenities. Fast Wi-Fi and eco-friendly environment are few examples to ensure the effectiveness of the operation process. Spending several hours each day online doing programming, working with customers or doing research, even a few seconds delay in loading pages can decrease productivity. So, it is important to having fast internet speed.

Affordable operating expense

Affordable operating expense also one of the factors in choosing the location. With the rental fees is only amounted RM 1200, production cost able to be reduced. The remaining money can be used to expand the business. Moreover, a better profit will be acquired.

1.5.2 Office Location



Figure 2.1: Office of MaiDah Enterprise

Organizational Plan

2.1 Introduction to the Organization

2.1.1 Vision

Commercialize the applications to all public and private universities across Malaysia

2.1.2 Mission

- a) To be the most superior and leading application service throughout Malaysia
- b) To provide the best quality of service to our students

2.1.3 Objectives

- a) To reduce the problem facing by non-resident students
- b) To enhance company growth and increased profitability

2.1.4 Logo & Description



Figure 2.2: Logo of MaiDah Enterprise



Incline box and fonts refer to the efficiency and effectiveness of the service provided



Bus icon represents the transport service

2.2 Organizational Structure

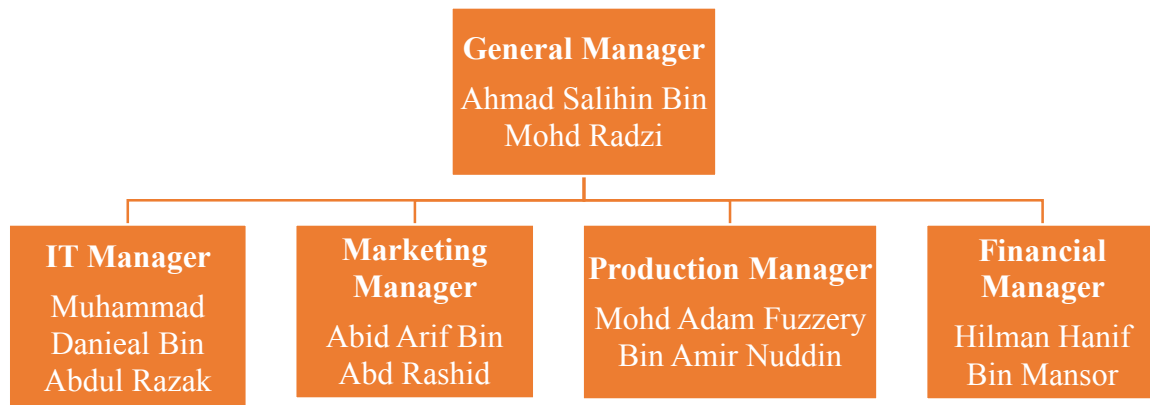


Figure 2.3: Organizational Chart of MaiDah Enterprise

2.3 Administrative Manpower Planning

Table 2.1: Position and Number of Personnel

Position	Number of Personnel
General Manager	1
IT Manager	1
Marketing Manager	1
Production Manager	1
Financial Manager	1
Total	5

2.4 Schedule of Tasks & Responsibilities

Table 2.2: Schedule of Tasks & Responsibilities

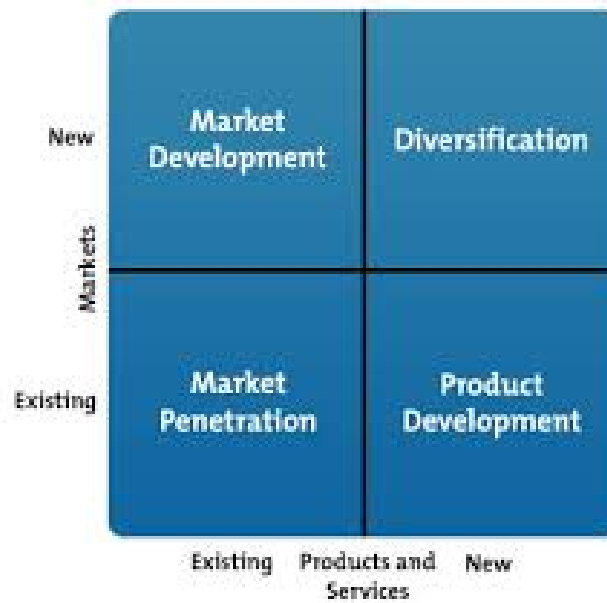
Position	Tasks & Responsibilities
General Manager	<ol style="list-style-type: none">1. Creating and managing budgets2. Researching and identifying growth opportunities
IT Manager	<ol style="list-style-type: none">1. Providing direction for IT team members2. Identifying opportunities for team training and skills advancement
Marketing Manager	<ol style="list-style-type: none">1. Analyze industry trends and demand2. To promote product
Production Manager	<ol style="list-style-type: none">1. Liaising with other managers to formulate objectives and understand requirements2. Estimating costs and preparing budgets
Financial Manager	<ol style="list-style-type: none">1. Collecting, interpreting and reviewing financial information2. Reviewing, monitoring and managing budgets

Chapter 3 Marketing Plan

3.1 Introduction to marketing

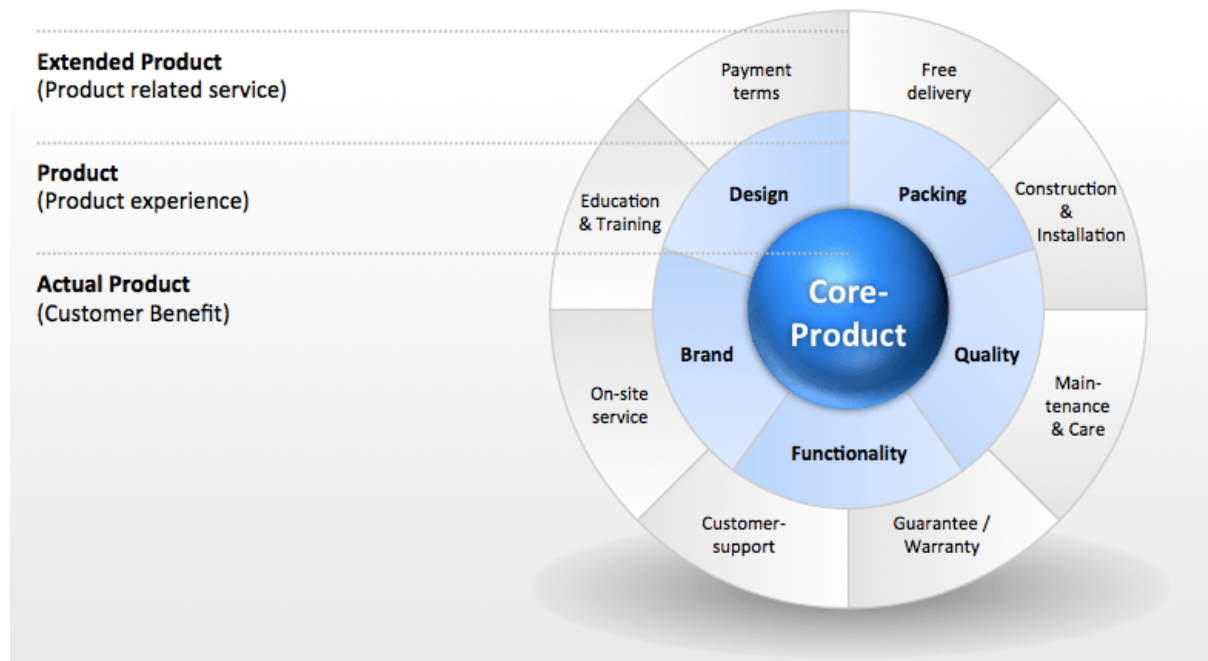
3.1.1 Marketing Objectives

1. To introduce the application into the market to ensure the customers acknowledge about the special features in the apps.
2. To build brand awareness which means to focus on expanding the service reach and getting people know the existence our service brand.



3.2 Introduction to product or service

The proposed product/service	: Mobile application
Brand	: MaiDah
Selling price	: RM4.99 made compulsory for all non-residents UiTM students for every semester.
Product/Service features	: Track the location of bus (GPS), Arriving of bus (Time), Amount of passengers (Availability) and passengers can pin their location (Pin)
Product/Service benefits	: Provides connectivity with the bus and increase the efficiency
Product/Service uniqueness	: Tracking the bus location
List of product or service (if appropriate)	:



3.3 Market area and business location

Our market area is located at UiTM Kedah which have high performance in internet connection due to wide area. This can helps us to access our customer for the application very easily which means this place is a very strategic to have a business. Besides, our business location also near with our customer who also lives in area Merbok which means it is easier for us to reach our customer.

3.4 Information collection and data of customers summarize

The questionnaire was distrubuted to students from UiTM Kedah by using Google Drive methods. A total of 39 respondents answered this questionnaire. The purpose of this study is to find out what are the problem students are having difficulty getting to UiTM Kedah.

Question	Answer	Percentage
1. Gender	A. Male	77%
	B. Female	23%
2. Age	A. 18	3%
	B. 19-20	82%
	C. 21-23	15%
	D. 24 and above	-
3. Location	A. FASA 1	-
	B. FASA 2	3%
	C. FASA 3	-
	D. FASA 4	-
	E. FASA 5	-
	F. TAMAN UNIVERSITI	90%
	G. OTHERS	7%
4. Frequency	A. ONCE PER WEEK	3%
	B. 2-3 TIMES PER WEEK	10%
	C. EVERYDAY	87%
5. Bus arrive on time	A. YES	49%
	B. NO	51%
6. Student miss their bus	A. ONCE	79%
	B. 2-3 TIMES	18%
	C. 4 AND ABOVE	3%
7. Exact location of bus	A. YES	95%
	B. NO	5%
8. Availability of bus	A. YES	100%
	B. NO	-
9. Strategic pick up point	A. YES	90%
	B. NO	10%
10. Improvement of transportation	A. YES	97%
	B. NO	3%

3.5 Market Segmentation

Market Segmentation	Description	Target Customer
Demographic	Customers who study at the universities.	Student
Psychographic	Customers who do not own any kind of transportation.	Student

3.6 Target Market

Our target market is based on observation.

3.7 Market Size

Table 3.1 Market Size

Market Segment	Population	Target Market (%) Non Residents	Target Market
Students	8000	50	4000

Table 3.2 Market Size in RM

Market Segment	Target Market	Potential Purchase (RM)	Total Potential Purchase Per Semester (RM)
Students	4000	4.99/SEM	RM4.99 x 4000 = 19960
TOTAL			39920

Market size per year = RM 39920

3.8 Competitors

3.8.1 Strength – Weakness Analysis of Competitors

Table 3.3 Competitor's Strengths & Weaknesses

Competitor	Strengths	Weaknesses
Competitor 1 Grab	<ul style="list-style-type: none">• Well established app service• Well-known brand services	<ul style="list-style-type: none">• The price charged is expensive• Student only use when it is needed such as if they miss the bus.
Competitor 2 MaiDah	<ul style="list-style-type: none">• Focus to track the location of UiTM bus.• Student who use UiTM bus transportation will directly use MaiDah service apps.	<ul style="list-style-type: none">• People might not know the existence of MaiDah due to new in market.• Error of the apps might happen due to unstable server problem
Competitor 3 Business Name		

3.8.2 Analysis of MaiDah Enterprise Opportunities & Threats

Table 3.4 MaiDah Enterprise Opportunities & Threats

Opportunities	Threats
1. Can sustain in the industry longer period	1. High cost to fix an error of the apps
2. This apps follow the trend based on advance technology	2. The apps is still new in market it may have unstable server problem
3. Expand to other UiTM campus and other University	3. People are not willing and ready to use the apps because have no information about the apps

3.9 Market Share

3.9.1 Market share before entry of “insert business name”

Table 3.5 Market share before entrance

Competitors	Before entrance (%)	Amount (RM)
Competitor 1		
Competitor 2		
TOTAL	100	

3.9.2 Market share after entry of “insert business name”

Table 3.6 Market share after entrance

Competitors	Market Share (%)	Loss of Market Share (%)	New Market Share (%)	Market Share/Yearly (RM)
Grab	100	30	70	11144
MaiDah	30	-	30	4776
TOTAL	100	30		15920

3.10 Sales Forecast

Table 3.7 Sales forecast for three consecutive years

Sales Projection / Forecast		
Year	Month	Sales Collection
	1	
	2	
	3	19960
	4	
	5	
	6	
	7	
	8	
	9	22455
	10	
	11	
	12	
2018	Total Year 1	42415
2019	Total Year 2 (Increase by 5%)	44536
2020	Total Year 3 (Increase by 7%)	47654

Table 3.8 Cash Collection for Sales

Cash Collections for Sales	
In the month of sale	100%
1 month after sale	-
2 months after sale	-
TOTAL	100%

3.11 Marketing Strategy

3.11.1 Product or service strategy

- Brand
 - The name of the apps are Maidah

- Quality (Design, Packaging, Protection, Ease of Use, Product Differentiation, Attractiveness, Product Safety)
 - The apps is easy to use and not so complicated

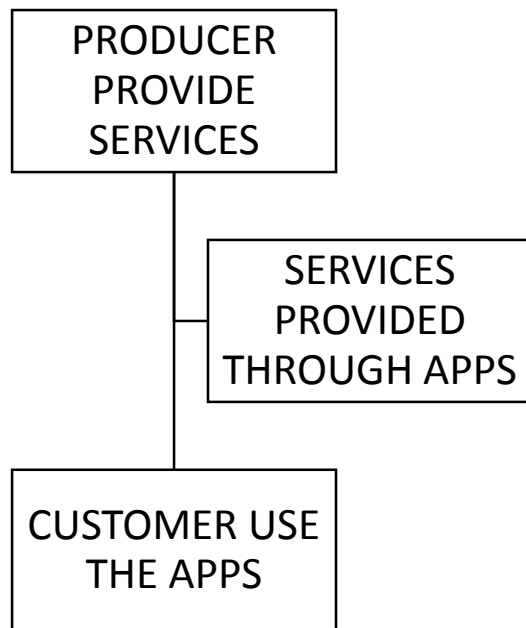
- Labelling
 - It provides information about the buses at UiTM

3.11.2 Price Strategy

- Subscription pricing
 - These promotion will make customer to pay for the services in a period of time.
 - The price of the apps are paid together through the UiTM studying fee.
 - It will be paid every semester equal to every six month.
- Psychological pricing
 - This strategy involves using pricing that ends in "9" and "99."
 - Instead of selling it at the price of RM5.00 it will be sold at RM4.99.

3.11.3 Distribution Strategy

- Direct to customer
- The product are to be used by the customer without any third party involve.
- The customer will directly use the app to check and book for buses that are available.



3.11.4 Promotion Strategy

- Advertising
 - Through media social by creating an Instagram.
 - Product is promote through official Instagram.

3.12 Marketing Personnel

The position listed here are confined to marketing staff only.

3.13 Schedule of Tasks and Responsibilities

Table 3.10 Schedule of Tasks and Responsibilities

Position	Tasks & Responsibilities
Sales Assistance	

3.14 Schedule of Remuneration

The remuneration schedule that list the salary and wage structure for each position. Additionally, it should include the contribution that a company has to allocate to different provident funds like Employees Provident Fund (EPF) based on the rate stipulated in the Third Schedule of the EPF Act 1991 (www.kwsp.gov.my) and Social Security Organization (SOCSO) contribution to be paid is based on the SOCSO Contribution Schedule (www.perkeso.gov.my).

Table 3.11 Schedule of Remuneration

Position	No	Monthly Salary (RM)	EPF Contribution (RM)	SOCSO Contribution (RM)	Total (RM)
Sales Assistance					
TOTAL					

3.15 List of Furniture and Fittings

Table 3.12 Table of Furniture and Fittings

Item	Quantity	Price/Unit (RM)	Total Cost (RM)
Office furniture & fittings	1	2000	2000
File Cabinet	2	800	1600
Air Conditioner	1	1200	1200
TOTAL			4800

3.16 List of Office Equipment

Table 3.13 Table of Office Equipment

Item	Quantity	Price/Unit (RM)	Total Cost (RM)
Computer	1	1000	1000
Telephone	1	300	300
TOTAL			1300

3.17 Marketing Budget

Particulars	Fixed Assets Expenses (RM)	Monthly Expenses (RM)	Other Expenses (RM)	Total (RM)
<i>Fixed Assets</i>				
Signboard	1000			1000
Motor Vehicle (<i>MYVI</i>)	-	-	-	-
Office Furniture and fittings (<i>refer table</i>)	2000			2000
Office Equipment (<i>refer table</i>)	1300			1300
<i>Working Capital</i>				
Remuneration (<i>refer table</i>)		-		-
Travelling expenses		-		-
Office supplies		-		-
Stationaries			250	250
<i>Other Expenditure</i>				
			-	-
<i>Pre-Operations</i>				
Deposit (rent, utilities, etc.)				-
Business Registration & Licences				-
Insurance & Road Tax for Motor Vehicle			-	-
Other Pre-Operations Expenditure			-	-
Total	-	-	-	4550

Chapter 4 Operation Plan

4.1 Operation Plan

In business, operation plan is one of the criteria which the company need to fulfill. The effectiveness of our operational plan can determine our services to perform at the best quality and can satisfy our customer. Naturally, this can help us to run our business smoothly and able to achieve our objectives.

4.2 Objectives

- To maintain our services quality in order to achieve customer satisfaction.
- To ensure flexibility in operations which is our services can quickly meet new requirements.
- To make sure our business is profitable and successful
- To ensure our services is well-known to every user.






4.3 Operational Process

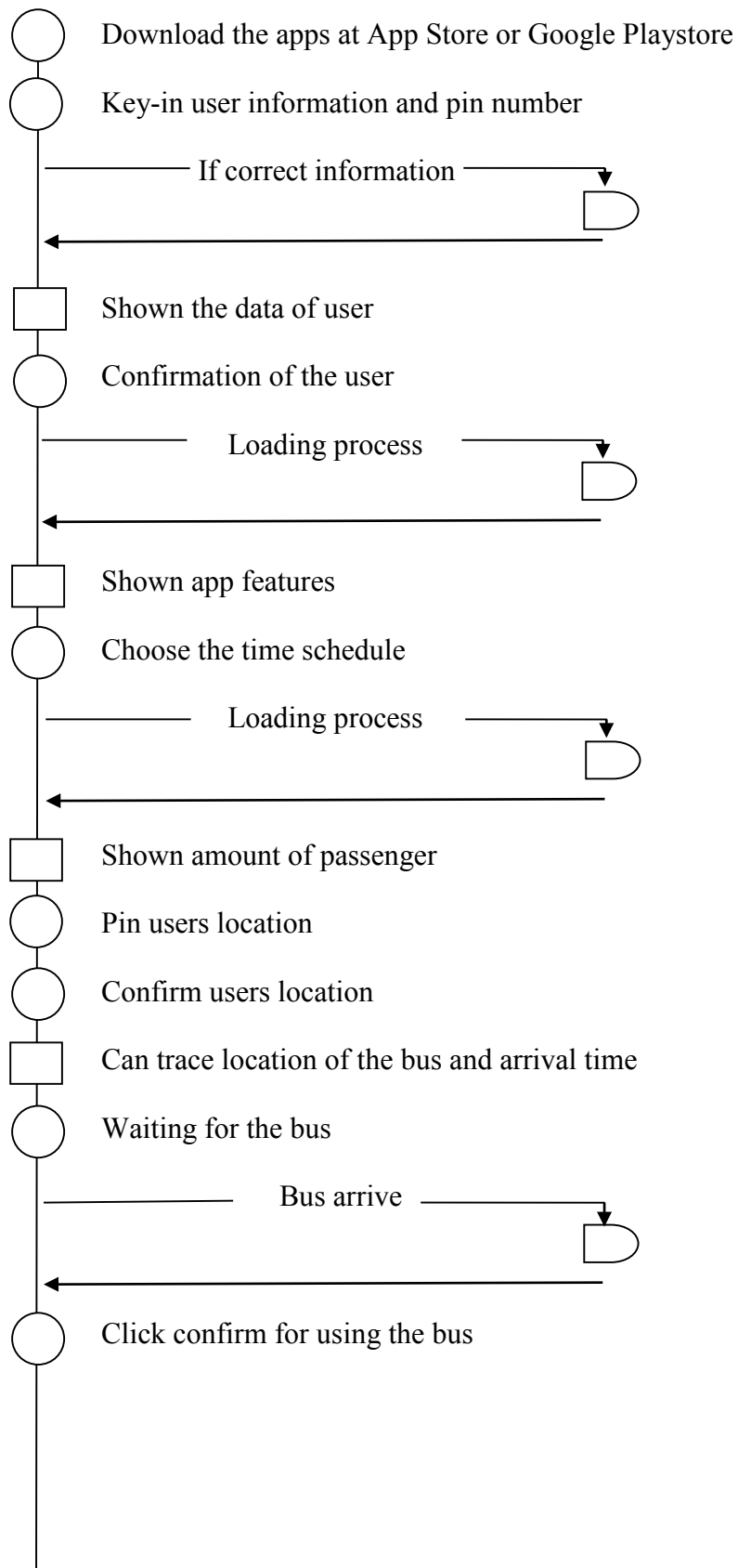
- Before the entrepreneur can produce an output either in the form of product or services, he will have to undertake process planning.
- This planning will involve identifying the step-by-step processes from beginning to end to provide the services.
- These activities will be arranged in the sequence from beginning to end

4.3.1 Process Chart

- 5 Universally recognize symbol

Table 4.1 Process Chart

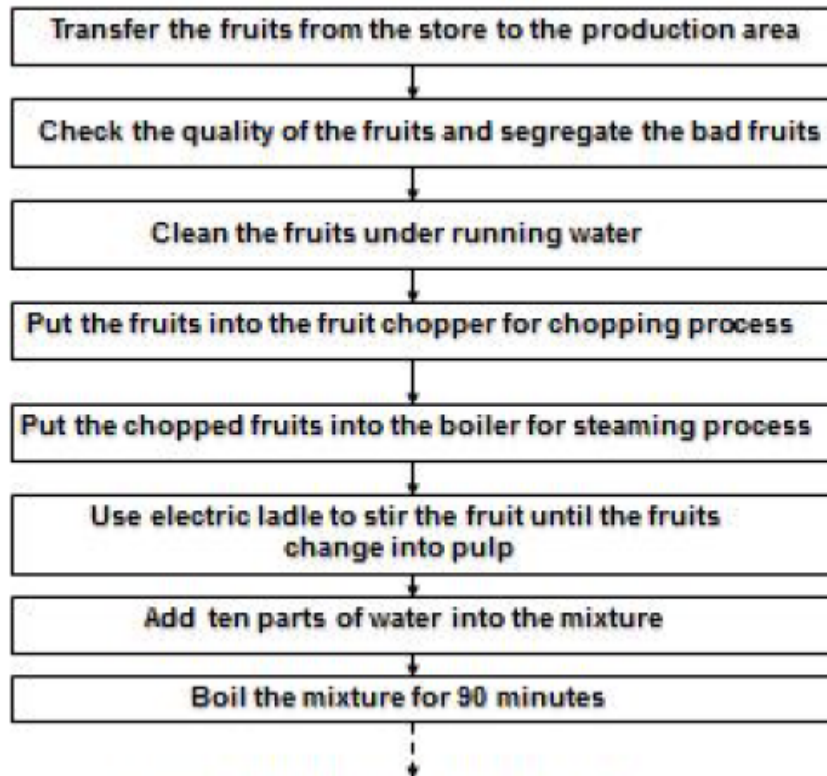
Symbol	Types of activities	description
	Operation	Activities that modify, transform or give value to the input
	Transportation	Transport activities occurs when materials are transported from one point to another
	Inspection	Activities that measured standard of the in-process
	Delay	Used when in- process material is restrained in a location waiting
	Storage	Used when in-process materials or finished products are stored in the storage area



4.3.2 Flow Chart

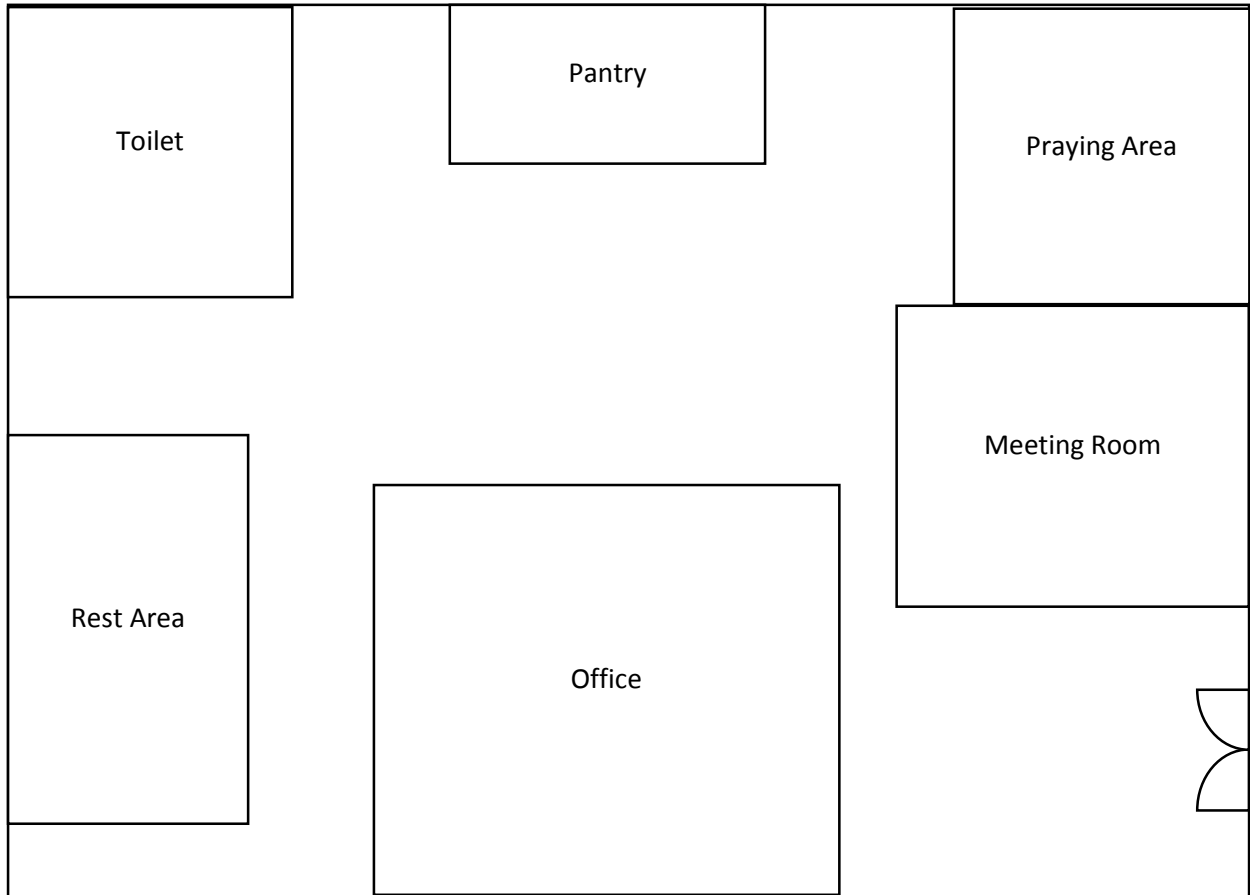
Example:

Flow Chart for the Production of Mixed Fruits Jelly



4.4 Operations Layout

Table 4.2 Operation Layout of Business



4.5 Production Planning

Briefly explain what is production planning?

4.5.1 Calculation for output per day

Example:

Average sales / month: - (refer sales forecast year1 in marketing plan)
Price / unit : - (refer selling price in marketing plan)
No. of Output / month : -
= - units / month
Working days : - days
No. of Output / day : -

4.6 Position and number of personnel

Table 4.3 Position and number of personnel

Position	No of Personnel
Chef	
General Worker	
TOTAL	

4.7 Schedule of Task and Responsibilities

Table 4.4 Schedule of Task and Responsibilities

Position	No of Personnel
Chef	
General Worker	
TOTAL	

4.8 Schedule of Remuneration

Table 4.5 Schedule of Remuneration

Position	No	Monthly Salary (RM)	EPF Contribution (RM)	SOCSSO Contribution (RM)	Total (RM)
Chef					
General Worker					
TOTAL					

4.9 Material Planning

Table 4.6 Material Planning

Materials	Quantity	Safety Stock	Total Material Requirement	Price (Rm)	Total Price
TOTAL					

4.9.1 Machine And Equipment Planning

Table 4.7 Machine and Equipment

Item	Quantity	Price per unit	Total cost (RM)
		TOTAL	

4.9.2 List Of Suppliers

Lists Of Machine	Function Of Machine	Suppliers	Address

4.10 Business and Operation Hour

4.11 Business Hour

Day	Time
Monday – Thursday	9.00 a.m. – 5.00 p.m
Friday	Close
Saturday - Sunday	8.30 a.m. – 1.00 p.m.

4.12 Operation Hour

Day	Time
Monday – Thursday	8.00 a.m. – 6.00 p.m
Friday	Close
Saturday - Sunday	8.00 a.m. – 3.00 p.m.

4.11 License, Permits and Regulations

First of all, businesses are required to comply with some form of licensing, which could be a general licence, an industry or sector specific license. On the other hand, business licenses are permits issued by government agencies that allow individuals or companies to conduct business within the government's geographical jurisdiction. It is the authorization to start a business issued by the local government.

However, there are a requirements for the application of business premise license and signboard license may vary according to each local authority.

In general, the following documents are required for business premises license application:

For Company

- (i) Certificate of Incorporation
- (ii) Return of Particulars of Directors, Managers and Secretaries
- (iii) Photos of your business premise (front and interior of premise)
- (iv) Any one Director's NRIC / Passport
- (v) Sample of signboard indicating design and color (if applicable)
- (vi) Photos showing location of signboard (if applicable)

For Limited Liability Partnership (LLP)

- (i) Certificate of Registration
- (ii) e-SSM Business Profile
- (iii) Photos of your business premise (front and interior of premise)
- (iv) Any one Partner's NRIC / Passport as stated in Business Profile
- (v) Sample of signboard indicating design and color (if applicable)
- (vi) Photos showing location of signboard (if applicable)

For Enterprise (Sole-proprietor / Partnership)

- (i) Certificate of Registration of Business (Form D)
- (ii) e-SSM Business Profile
- (iii) Photos of your business premise (front and interior of premise)
- (iv) Copy of any Business owner/Partner's NRIC
- (v) Sample of signboard indicating design and color (if applicable)
- (vi) Photos showing location of signboard (if applicable)

A seller's permit, for example, serves that purpose well. While business licensing is enforced for tax reasons, another reason for licensing is that the government has an interest in regulating businesses that may affect public safety, such as food service.

4.12 Operations Overhead

No.	Overheads	Cost (RM)
1.	Repairs and maintenance	250
2.	Utilities	500
3.	Transportation	200
	TOTAL	950

4.13 Operation Budget

Table 4.13 Operation Budget

Item	Fixed Assets Expenses (RM)	Monthly Expenses (RM)	Other Expenses (RM)
Machinery and equipment	XXXX		
Vehicles	XXX		
Remuneration		XXX	
Raw Materials		XXX	
Utilities		XXX	
Other expenditure:			
Road tax			
Insurance			
TOTAL			

4.14 Implementation Schedule

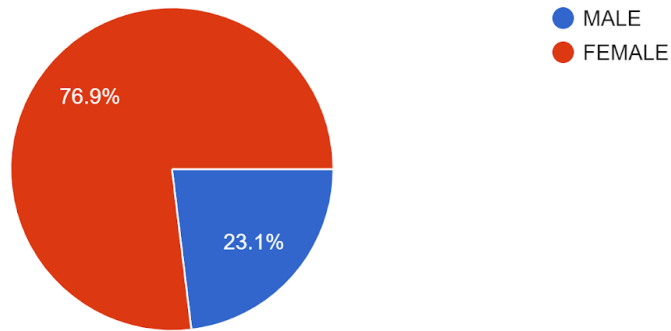
Table 4.14 Implementation Schedule

Activities	Deadlines	Duration
Incorporation of business	Nov-Dec 2020	2
Application for permits & license	Nov 2018-April 2019	6
Searching of premise	March-April 2019	2
Renovation of premise	May-June 2019	2
Procurement of machine and raw material	July-August 2019	2
Installation of machine	Sept 2019	1

Appendix

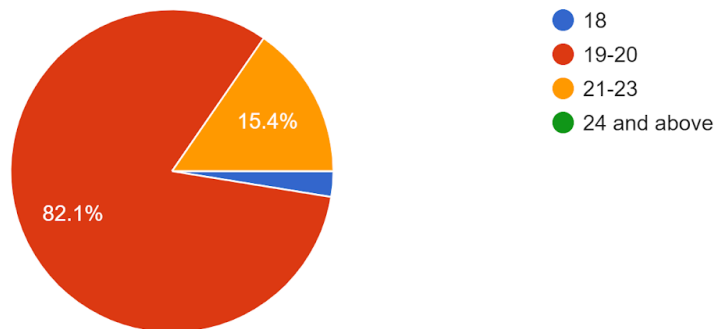
Gender

39 responses



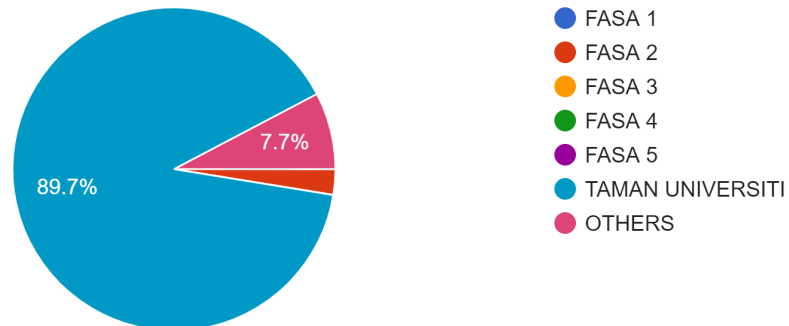
Age Group

39 responses



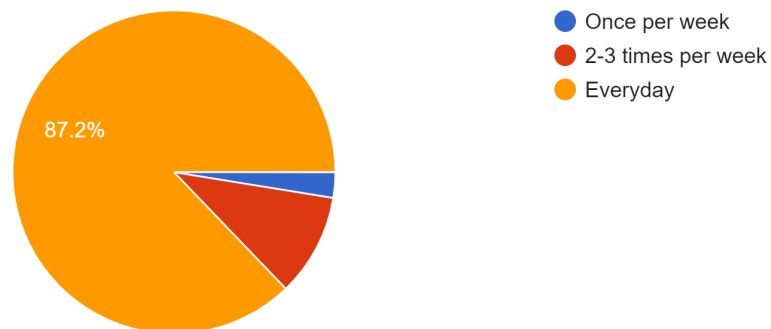
Where do you live?

39 responses



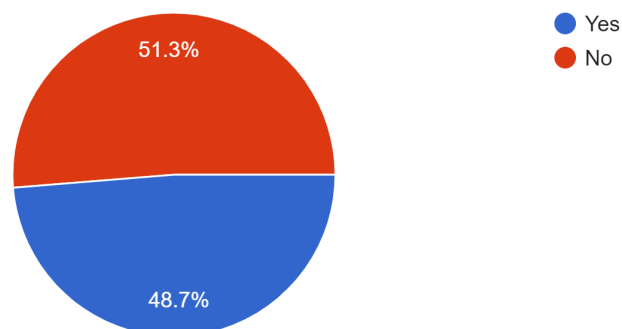
How many time you used the bus?

39 responses



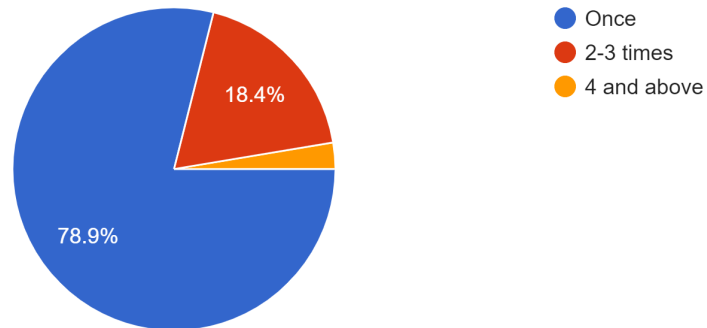
Did the bus arrive at the pick up point on time?

39 responses



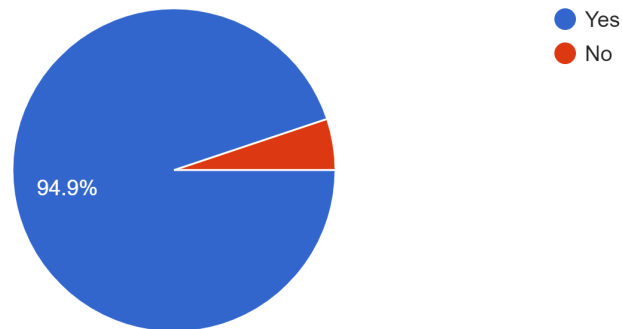
How many times did you miss the bus per week?

38 responses



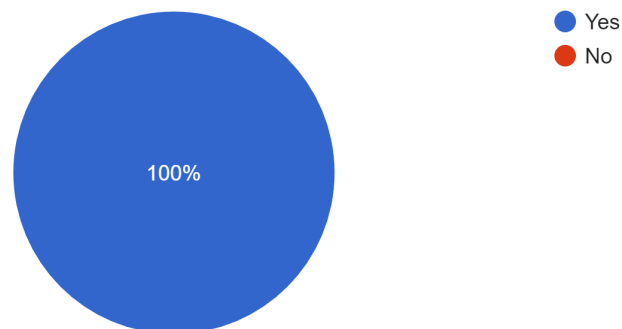
Do you want to know the exact location of the bus?

39 responses



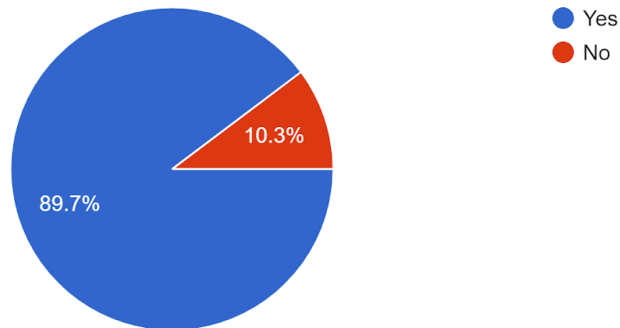
Do you want to know the availability of the bus?

39 responses



Does the pick up point for the bus arrive strategic?

39 responses



Do you want any improvement for the transportation provided?

39 responses

