

ABSTRACT

The purpose of our project is to develop a web based application to create a Customer Relationship Management (CRM) Application with workflow and leave request management for the Textile industry. CRM is very important for small scale industries and business sectors. We provide CRM application with workflow management to small scale organization (Textile industry) with the additional features such as maintaining orders and managing leave requests. CRM plays a vital role in communication of information within the members of organization and outside the organization. Small scale business organizations are interested to do their business online so they are interested to use the CRM, but existing CRM provides some unwanted services at unnecessary costs, but the company needs only necessary services. So the motive of the project is to provide the proper workflow and some additional features such as maintaining orders and managing leave requests to the small scale business sectors (Textile industry).