Methodological tool: CRM Database design

Number of methodological Tool	**EUPA_LO_061_M_001**
Work Area Code and Title	**WA 5: Filing System Documentation and Databases**
Unit Code and Title	**3.8 Select and apply database tools to collect and organise information in a database**
Learning Outcome Number and Title	**LO061 Demonstrate the ability to store relevant information in different systems, enter information into databases, edit and organise information in a database**
Objective of the methodological tool	After the completion of this exercise, learners will be able to follow database principles to design a database to organise information effectively.
Approximate Time needed for the completion of this exercise	20 min
Individual or group exercise	☒ Group
Type of methodological tool	☒ Group exercise ☒ Practical training ☒ Group discussion
Description of the exercise/Procedure	Based on the principles (steps) of creating a database design explained during the lecture, learners will have to suggest a design of the database in Excel to be used for CRM (Customer relationship management) of a company selling office supplies to organizations
Exercise is accompanied by	**EUPA_LO_061_M_001_Att1** CRM excel sheet that can be used as a solution example or amended by learners
Exercise solution	
Other comments to the trainer	Learners may use internet to find information about companies working in this sector to help them with the database creation

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