

ABSTRACT

KKC Apartment was founded in 1990. The business deals in renting the serviced apartments for tenants. They use the manual system to manage the data of customer payment, billing and service information and report.

Now the business has grown and the number of customer has increased. The manual system is not efficient to deal with large data.

The proposed system is a computerized system. It was designed to reduce the redundancy of data, paper work, processing time and for ease in edit, access and convenience to analysis.

We also designed the input and output for system and interface of the system in order to help the officer prepare contact issue invoices and handle the report.

We also identified all processes of ordering system in technical implementation terms to identify how the process is actually implemented in the real environment. Physical DFD show all inputs and outputs.

The new system will improve a lot of performance in terms of processing an order and also reduce mistakes from the manual system. The new system also gives the company a new opportunity to improve the efficiency of processes. The new system will improve customer satisfaction.