ABSTRACT

Light Star Wood Co., Ltd. is a wooden household item manufacturer, which has had a good business performance for over 10 years. The company is well accepted in many countries around the world such as Japan, Hong Kong, and America. In the late 1990s, the company was moved to the new location. The CEO has a vision to install a computer information system in order to increase the business competitiveness of the company. The new computerized system would help the company to maximize profits, minimize the operation cost, and improve internal management. The new system includes Transaction Processing Systems (TPS) for daily operations and Management Information Systems (MIS) to support decision-making for management.

At present, the existing system operates manually. All records of every department are kept in a paper file holder, which requires a number of staff to maintain. The time taken to find out a required record is lengthy and it causes a service quality problem. In addition, manual works frequently produce errors that affect system consistency.

A new computerized information system is developed to replace the current manual system. All data and information are kept in the Microsoft SQL database server 7 with Windows 2000 Professional Operating System and users can access the data through the Microsoft Access 2000 Clients. The proposed system is found to help reducing the response time of all business operations such as finding records, and processing reports, and eliminating human errors from input, process, and output procedures. The new computerized system helps to improve the efficiency of all areas of business operations within the company. Therefore, the number of staff can be reduced, which greatly helps the company in cost saving.