



ABSTRACT

This project is a study of a Repair Center Information System for the proposed company which sells various types of computers such as personal computer, notebook, AS/400, RISC/6000 and communication devices and also has after-sales service. At present time, after-sale service is one of factors, which a customer takes into consideration in purchasing the electrical equipment. The main point, which this study based on, is to reduce the response time to a customer, to lessen the duplication and to improve the control over the overall operations. It is certain that the proposed system will provide users with full-computerized information system that helps to provide the continuous information.

The existing information system is semi-manual based system. It took a long time to find any customer records. It was not updated as immediately as the changes occurred so it gave incorrect information. The new Repair Center Information System proposes to improve the management information system and provides better information, accurate and up-to-date information for staff in order to respond to customers as quickly as possible and to maximize customer satisfaction which is the main objective of Repair Center. The system provides management with more valuable and meaningful information on the performance of Repair Center which supports planning and cooperation with other departments. The software chosen as the program development tool on the micro computer network is Microsoft Access version 2.0. The purpose of selecting this application is the ease of use, modification and interfacing with other applications. The break-even point of the proposed system will be 1.49 years.

After the proposed system was tested, the achievement was satisfying. It had some points to be corrected before implementation this system.