

## ABSTRACT

This project presents an analysis and a design for Garage Service Information System of 148 Theparak Co., Ltd. The new computerized system is developed to improve the business process in the operating function of 148 Theparak Co., Ltd. and to solve the problems occurring in the existing system.

The existing Garage Service Information System is based on a manual system, which does not support the users' work. The manual system consumes a lot of time for data processing and causes the system lack of effective management information to support decision-making. It is because all data and information are recorded on paper. As a result, the existing system requires many staff to operate the system, and this causes the high labor cost. The new computerized system, developed by using system analysis and design techniques, is proposed to replace the existing system. The new system consists of five clients and a server connected by LAN is implemented on the program outsourcing. The proposed system helps to minimize incorrectness, number of staff, data processing time, the problems of manual system, and increase throughput in operating the business. By using the payback method and the break-even methodology, the cost of manual system and the computerized system will be equal in 5 months of operation and then the accumulating cost of computerized system will be lower. The new computerized system provides user-friendly, speeds up data managing and provides accurate up-to-date information.

After users become familiar with the new system, it is found out that the organization gets more efficient information to support decision-making and the new system contributes to increase the performance of the organization.