

ABSTRACT

This project is a study of Maintenance Service Information System for the proposed company which sells instrument equipments such as ultra sonic flow meter, pressure gauge, gas sampling and also has after-sales service. The existing information system is manual based system. The main points which this study based on are to reduce the response time to a customer, to lessen the duplication and to improve the control over the overall operations. From the study, it was recognized that the proposed system should provide users with full computerized information system that helps to provide the continuous information.

The Propose of new Maintenance Service 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 Maintenance Service Information System. The system provides management with more valuable and meaningful information on the performance of Maintenance Service Information System which supports planning and cooperation with other departments.