

ABSTRACT

The objective of this system development project is to improve the existing warranty maintenance service. Based on the analysis of the existing system , it is suggested that a computerized system should be replaced for the manual system.

The analysts phase is conducted by using the structured analysis techniques and tools such as context diagram , data flow diagrams , data dictionary and process specification. Then , structured design tools such as structure chart and module specification, are used to develop from the data flow diagrams.

For the database design is based on the normalization concept in order to provide the appropriate relational database of this system.

More explicit system design the input and output screens are also displayed, based on the user friendly concept.

The proposed system also cover the design for the other environment of system; hardware configuration , required software , network configuration ,security control and peopleware training recommendation.

This application has to run on the Windows 95 and is developed from Microsoft Access 7.0 which serves graphic user interface (GUI). The system implementation are also provided which include programming , testing , installing and training.

Anyway this system is only a part of the integration system. In long term of information system plan , there are many factors that should be considered as mentioned and recommended in the conclusion section.