

ABSTRACT

This study covers the analysis, design and partial implementation of a computer information in a non-life insurance industry. This project emphasises on system analysis and design deliverables of Claim Payment System for Thai Zurich Insurance Company Limited. The analysis and design phases cover the problem definitions, study plan, information gathering and understanding of the existing system and the new system requirement. It also includes the design of a new system and economic cost comparison.

The scope of this study is limited only to Claim Payment for motor vehicles. The system is analysed by using structured analysis technique; for instance, the context and data flow diagram. The designing of the proposed system covers software, database, input and output. This is to solve and also minimise problems. The system has been implemented with Microsoft-Access, which is a user-friendly application. All users concerned can easily produce transaction, update, print report and generate output via screen and hard copy.

The writer believes that the improvement process in this study will not only make users work more easily but also be a step to set-up the standard for the information system in non-life insurance industry.