

ABSTRACT

Sanga Auto Service is a business, which focuses on car maintenance and services. The more growth in car business there is the more competitive the situation of after sales and car services in the business segment there are. The situation has led the company to the phase of business improvement and business differentiation.

The business has been running manually without any quality control process. This is the major problem that caused the decrease in customer satisfaction. The project examines what has been done to evaluate the existing operation procedures. Then the result leads to concerns on the following: enhance the efficiency and performance of service, minimize the operation cost and minimize the reparation time.

The knowledge on System Analysis and Design has been taken into consideration. The computerized database management system was selected as the solution for business enhancement. All related steps such as: data flow diagram (DFD), process description and data dictionary have been performed accordingly. Before coming to the programming and coding step by using Microsoft Access 2000, the program was planned to cover most of the existing operation procedures. So the service database, customer database, inventory database and payment database were made and linked systematically together.

During the coding process, system verification and validation had been tested by program test, link test and full system test. After the entire system works properly according to the design concept, the system has been implemented and taken into use. The entire business has been moved forward completely to the computerized system.

The result has obviously proven that the entire business has been improved. The proposed system has completely met the design specifications and objectives.