

ABSTRACT

This project is a system development project of the Shipping Service System. The objective of the project is to improve the system efficiency. In order to achieve this objective, System Analysis and Design Methodology are to be used as the tools to develop the most suitable system for the company.

This methodology involves the study of the existing system, analysis of the current problems, selection of the best alternative to be used, development of the new proposed system, estimation of the budget and schedule for the whole project and the plan for the system implementation.

From the study of the existing system, the major problem of the existing system is the use of the manual system. Manual process is simple but it cannot support the increase in the number of transactions and the complexity of the report required by the users. Moreover, the manual process cannot produce the required information in time.

This project recommends the use of computerized system to increase the system efficiency. The interview is conducted to collect the requirements of the users and the company's management. The new computerized system is designed to fulfill all of these requirements. The cost and benefit analysis is also presented in this project to show the project feasibility, payback period and the return on investment.

The project does not require huge initial investment and the payback period of the project is not very long so it will be very useful for the company to change its system to be a computerized system. The expected advantages from the system are to reduce the errors generated from the system and accelerate its work process. Finally, the company can compete with others and can increase the level of customers' satisfaction at the same time.