

## ABSTRACT

Nowadays, the society has greatly changed as a result of changing lifestyle of human beings. Time is a very important factor, which affects human life. People have to work against time and have to complete more jobs in shorter time with higher efficiency. Human beings have always been trying to invent something to make their life more comfortable. One of such inventions is computer technology.

Service business of today has to focus on maximizing customers' satisfaction in shorter period of time. Not only expert mechanics are required to have good skills, the management also requires a well-organized flow of information to support decision-making. Information technology can be used to gain the competitive advantage in the global market. The existing Automobile Service Information System of Autotire Limited Partnership uses the combination of manual and computerized operations. Miscommunication and misunderstanding among personnels do occur frequently. In addition, data redundancy is one of the major concerns to the company since it is hard to keep track of existing customers information. Data redundancy often occurs when data is updated, deleted, or inserted by each individual department. Many administrative staffs are required to maintain the existing system, which are error-prone and requires a high maintenance cost.

In an attempt to improve Automobile Service Information System, database management system together with friendly user interfaces are incorporated into the proposed computerized system. As a result the number of staffs, operating costs, and office supply costs are reduced dramatically.