

ABSTRACT

This system development project covers system analysis, design and implementation of a Warranty Certificate System for GRIMM CARRIER LTD. "CARRIER" is a very popular name in air-conditioning. This company is divided into 2 main parts, first is manufacturer part that included assembly and claim section, second is office part that consisted of marketing, accounting, personal department, etc. This project is related with claim and marketing department.

The existing system operates inefficiently, sales data at claim department is not up-to-date, time that use in issuing the warranty certificate card or circular letter to customer takes so much and limited information can be provided to other functions of marketing department such as marketing statistics reports, etc.

This project is intended to provided the better solution to solve the problems by applying a computerized system. It can provide timely and accurately information for management. It save time, cost and eliminate the redundancy steps.

This project is divided into four parts. First part consists of introduction objectives and scope of the projects. Second part is about the existing system. Third is devoted to the proposed system. Fourth parts covers the project implementation.