

ABSTRACT

This project examines the analysis, design, and implementation of YOU'RE WELCOME video rental system with the purpose of assisting the shop officers in providing fast, comfortable, and correct services to the customers.

Since the YOU'RE WELCOME Video Rental Shop's owner had seen the possibility of investing in a new system for his/her shop, he/she therefore started to find a way to improve customer satisfaction by primarily using the System Development Life Cycle to develop this new system. By reducing the problems the shop is facing, he/she then designed the new system, which would provide fast and accurate services to the customers. This project, Video Rental System, indeed helped to eliminate the disadvantages and problems occurring in the current system. After the project was completed, it was properly tested to check for any error. Of course these errors were already solved. Then this system was evaluated by using the concept of utility and cost-benefit analysis in order to see the possibility and the greatest utilization of the project. At last, this system was implemented properly by using the in-house implementing technique. The internal training and system manual were provided for the users of the head office shop. Also the on-the-site-training manual and the system manual have been provided for both the user and the shop owner of the client's shop. This project is projected to be implemented at the end of August 1999.

At the end of this project, there is a conclusion to see one more time of the to overview this project, as well as the recommendations suggested for the improvement of the shop.