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JUDUL: PERODUA ONLINE MANAGEMENT SYSTEM (POMS)

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PERODUA ONLINE MANAGEMENT SYSTEM (POMS)

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This report is submitted in partial fulfillment of the requirements
for the Bachelor of Computer Science (Database Management)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
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2007

DECLARATION

I hereby declare that this project report entitled

PERODUA ONLINE MANAGEMENT SYSTEM (POMS)

Is written by me and is my own effort and that no part has been plagiarized without citations.

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DEDICATION

To my beloved parents, your love, support and understanding are my greatest inspiration.

To my supervisors, Pn Nurul Akmar Bt Emran and Pn Syahida Bt Mohtar, for your guidance, encouragement and ideas.

To my friends, who always there when I'm in need.

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ABSTRACT

Perodua Online Management System (POMS) is developed for Perodua Alor Star Branch which acts as main dealer to distribute cars for other dealers in Alor Star. This system is developed based on Perodua Alor Star requirement that responsible in managing vehicle sales. To develop this system phpMyAdmin and MySQL were utilized as a development tool. Project methodology defined SSADM and DBLC are used in developing POMS. The purposes of this system are to provide an efficient management to Perodua by managing vehicle order, vehicle delivery, customer profiles, Perodua Sales and also generate a report. This online system can be used any time and will be access by Perodua staff, Perodua officers, Perodua salesman and also Perodua customers. On the other hand, this system's aim to lighten the staff's burden and provide an easy way for administrator to maintain the record. As a conclusion, this system has brought a lot of consequences to Perodua Alor Star Branch in order to transform the manual process into web based application system.

ABSTRAK

Sistem Pengurusan Perodua Secara atas Talian (POMS) dibangunkan untuk kegunaan Perodua Cawangan Alor Star yang bertindak sebagai pembekal utama dalam mengagihkan kenderaan kepada pembekal lain di sekitar Alor Star. Sistem ini dibangunkan berdasarkan keperluan pihak Perodua Cawangan Alor Star yang bertanggungjawab dalam menguruskan penjualan kenderaan. Aplikasi ini dibangunkan dengan menggunakan perisian phpMyAdmin dan MySQL sebagai sistem pengurusan pangkalan data. Metodologi yang digunakan untuk membangunkan keseluruhan sistem ini ialah SSADM dan untuk pembangunan pangkalan data ia dibangunkan berdasarkan Kitar Hayat Pembangunan Pangkalan Data. Tujuan utama sistem ini dibangunkan adalah untuk memudahkan pihak Perodua untuk menguruskan maklumat tempahan kenderaan, maklumat penghantaran kenderaan, maklumat jualan kenderaan dan maklumat pelanggan dengan lebih cepat dan efisyen. POMS boleh diakses pada bila-bila masa dan akan digunakan oleh kakitangan, pegawai, jurujual dan juga pelanggan Perodua. Selain itu, sistem ini dapat memudahkan pihak pengurusan untuk menguruskan semua rekod. Sebagai kesimpulannya, dengan terbangunnya sistem ini, ia memberi banyak kemudahan kepada Perodua Cawangan Alor Star dengan menukar semua proses manual kepada satu sistem yang beraplikasikan laman web yang lebih cekap.

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LIST OF ABBREVIATIONS

POMS	Perodua Online Management System
VPA	Vehicle Payment Advice
VCA	Vehicle Credit Advice
ICT	Information and Communication Technology
CYIMS	Car Yard Information Management System
FTP	File Transfer Protocol
SSADM	Structure System Analysis and Design Methodology
DBLC	Database Life Cycle
ERD	Entity Relationship Diagram
DBMS	Database Management System
LAN	Local Area Network
WAN	Wide Area Network

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CHAPTER 1

INTRODUCTION

1.1 Project Background

Perodua is one of the automobile manufacturers which mainly produce compact cars. Perodua have sales branches for each state to market the cars. Perodua main branch is responsible to distribute all the cars to dealers and dealers will sell the cars to customer.

Perodua Online Management System (POMS) is developed for Perodua Alor Star Branch which acts as main dealer to distribute cars for other dealers in Alor Star. This online system can be used any time and will be access by other dealers and Perodua customers. Currently, all the process involved was done manually by Perodua staffs. This manual process is inefficient way to keep vital data and difficult in retrieving customer and vehicle records. So, systematic database systems are needed to manage customer record, vehicle record and also others process which involve at Perodua Alor Star Branch.

This system is developed in order to change the manual process into a computerized system. There are six modules involved in this system which are vehicle stock, vehicle delivery, Perodua Sales, analysis and statistic, generate a report and this system also provide the latest information for Perodua customer. For analysis and statistic, the sales which involve the total of vehicle that have been sold for each month, the total of vehicle that have been sold based on car type and also vehicle delivery

information will know. The next modules will provide vehicle and sales information for other dealers and Perodua customers.

The information consists of vehicle information, panel of finance company and insurance provider, branch sales and services. Otherwise, regular Perodua customer can make an appointment through online with Perodua Consultant if they have any problem.

1.2 Problem Statement

The problems that had been identified from the manual process are:

a) No computerized system

This system is developed to upgrade the manual process into computerized system. Currently, Perodua Alor Star is still going through all the process manually which gives some problems when to find customer record, vehicle record and also sales record. If the records are not managed carefully and efficiently, it will cause problem to Perodua where data redundancies may occur.

b) Inefficient way of recording and data keeping

The manual process is an inefficiency way to keep records of customer, vehicle and sales record. Currently, Perodua staffs have a problem in determine vehicle stock. Otherwise, searching, retrieving and updating data is difficult if there's no efficient database to keep all the record.

c) Lost/ missing of important data

There are more chances of data missing or destroying of data by using manual process.

d) No statistical data

By using manual process, it is difficult for Perodua staffs to know the sales statistic for each month.

e) No online system

Perodua staff can do the transaction at office only. It becomes difficult to do transaction outside Perodua office. Beside, user also cannot view the latest information from Perodua.

1.3 Objectives

The objectives of the system are to:

a) Store the record in a systematic order

Customer record, vehicle record and also sales record can be stored in systematic order by Perodua staff. It also will avoid data redundancies for each record. The system also enables Perodua staff to record data, manipulate data and retrieve data in efficient way.

b) Reduce data retrieval and data manipulation time

All the records can easily retrieve by Perodua staff in order to make sure Perodua operation and management going smoothly and accurately. Beside, by using this system it will take less time for staff to retrieve all the records.

c) Develop computerized and online system

This system will develop in order to transform all the manual process into systematic system. Beside, the online system will make the transaction can be done outside Perodua office.

d) To provide analysis and statistic of vehicle sales

Perodua dealers may know their sales analysis and statistic to enhance their sales performance.

1.4 Scope

The scopes of the system are divided into two parts which are users and modules.

a) Users

The users of the POMS will be a Perodua staffs, Perodua officers, Perodua salesman and also Perodua customers.

b) Modules

i) Vehicle Stock

This module is used by Perodua staff to record all information about vehicle stock. This module consists of:

a) Vehicle Payment Advice (VPA)

Perodua will receive VPA from Perodua Kuala Lumpur before vehicle

sent to Perodua.

b) Vehicle Credit Advice (VCA)

The entire vehicle price and payment will be record in VCA

ii) Vehicle Delivery

This module is used by staff to record all vehicle delivery at Perodua. Delivery information such as date receive, model, color of car, engine number, chassis number and also staff in charge will be record when all vehicle arrived.

iii) Sales

This module is used by Perodua staffs which responsible to record sales information and also to record all customer order. Beside that, Perodua staff will make an order if no vehicle in stock. Salesman will get a list of order for each month.

iv) Analysis and Statistic

This module will give sales statistic for Perodua according to their vehicle sales monthly and annually. They will know whether the vehicle sales are increase or not.

v) Report

This module is used to generate report for:

a) the total of vehicle that have been sold for each month
b) the total of vehicle that have been sold based on car type
c) vehicle delivery information

vi) Perodua Information

This module will provide Perodua Information for users. The information consist vehicle information, panel of finance company and insurance provider, branch sales and services. Otherwise, regular Perodua customer can make an appointment through online with Perodua Consultant if they have any problem.

1.5 Project Significance

POMS is developed for Perodua Alor Star Branch which acts as main dealer to distribute cars for other dealers in Alor Star. This online system can be used any time and will be access by other dealers and Perodua customers. Besides, this system also provide an efficient management by managing vehicle order, vehicle delivery, customer profiles, Perodua Sales and also generate a report. Furthermore, this system will be displayed in a very friendly graphical user interface to ease the users even for the novice.

In addition, the system also enables Perodua staff to record data, manipulate data and retrieve data in efficient way.

1.6 Expected Output

POMS make the Perodua Alor Star operation and management going smoothly and accurately. The process involve are managing vehicle stock, vehicle delivery, sales, sales statistic and others. In addition, user can search the vehicle information and make an appointment through this online system. By this system user also can get the latest information without wasting their time.