

**Universiti Teknologi MARA**

**Car Service Management System For  
4X4 Shield Custom Garage**

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**Thesis submitted in fulfillment of the requirements  
for Bachelor of Information Systems (Hons.)  
Business Computing Faculty of Computer and  
Mathematical Sciences**

**February 2023**

## **SUPERVISOR APPROVAL**

### **CAR SERVICE MANAGEMENT SYSTEM FOR 4X4 SHIELD CUSTOM GARAGE**

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This thesis was prepared under the supervision of the project supervisor, Ts. Dr Syed Mohd Zahid Bin Syed Zainal Ariffin. It was submitted to the Faculty of Computer and Mathematical Sciences and was accepted in partial fulfillment of the requirements for the degree of Bachelor of Information Systems (Hons.) Business Computing.

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FEBRUARY 27, 2023

## ACKNOWLEDGEMENT

Alhamdulillah, praises and thanks to Allah because of His Almighty and His utmost blessings, I was able to finish this research within the time duration given. Firstly, my special thanks go to my supervisor, Ts. Dr Syed Mohd Zahid Bin Syed Zainal Ariffin for giving me endless guidance, support, time and contribution to complete this project. I would not be able to figure out the problem and finish this project without her excellent guidance, caring, and patience throughout the whole process. Not to be forgotten, my lecture for CSP600 Ts. Dr. Mohd Talmizie Bin Amron and for CSP650 Norulhidayah Binti Isa for a complete guidance given through two semesters. Also, the encouragement and suggestion to complete the system and in report writing is a huge contribution towards the project completion. Special appreciation also goes to my beloved parents and siblings for their endless support in terms of motivation, support and affection so that I would never give up and keep moving forward in developing the system. Again, special thanks and appreciation toward staff of 4X4 Shield Custom Garage for their contribution and commitment. Last but not least, I would like to give my personal gratitude to my dearest friend who consistently helps and supports me through up and down during the development process. Thank you to the people that are involved directly or indirectly in the completion of this project.

## ABSTRACT

This thesis has been discovering the problem using the inconsistency system management and proposed solution to solve the problem for the business process in 4X4 Shield Custom Garage. The thesis focus on integrated management such as inventory and sales record based on daily process. The main purpose of this thesis is to identify and propose a solution based on the issue found in the business management. There are three problems in 4X4 Shield Custom Garage such as data storing, stock management, and data security. The unavailable for storing data is one of the main problems for the business because they should keep the information regarding business' operations. Next, the availability of the stocks is hard to track when it has transactions such as sales for the customers and receiving from the suppliers especially when in the large quantities which can causes waste a lot of time and energy if they do not have this feature. Then, last but not least, the security of data is easily to breach. This system was developed to improve the inventory management in the store to be more systematic and effective. The development of system has solved the problem that has been identify is this research. This project implements System Development Life Cycle (SDLC) methodology using the Adapted Waterfall Model. In the Adapted Waterfall model, there are five phases such as analysis phase, design phase, implementation phase, testing phase and maintenance phase. This system has been build using a programming language that allow the three different users such as admin, manager, and staff to manage the system. To test usability of the system, user evaluation using questionnaire has been distributed to the respondent. For the lowest of the mean is 1.26 which is for the part of the system still need guidance to use this system to understand completely. and meanwhile, the highest mean is 3.1 which is the system has the functions that are usable and functioning well for the users. In conclusion, the Car Service Management System help the business to manage the business process data.

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