Abstract

This thesis discusses about the design and development of a new system called Service Center Management System (SCMS). The new system is designed to be a comparison system for the existing system of PT. Gadingsari Elektronika Prima (GeP) in managing their data and doing their business process.

The SCMS is aimed to have a better overall than the existing system in effectiveness, efficiency and work performance of the company. Integrated Data Management System as the part of SCMS will be focusing on the New Ordering and New Inventory Management System. The New Ordering System is responsible for data management such as tracking the order, input and updating the data in the database. The New Inventory Management System is responsible for maintaining information about spare parts used including the price and cost on each order and automatically updates the spare part stocks in database.

The testing result comes out with many things to be put in onto the considerations. The new system is easier to adapt, more efficient in data storing, and less error prone compared to the existing system but taking longer time as it drawback. As all parts of the new system combined into SCMS more advantages are gained by the company through implementing this system. PT. Gadingsari Elektronika Prima is interested in implementing this new system design but the data movement from the old database into the new database is still left as a problem.

Keywords

Information system, System Design, System Development, Service Center Management System, Desktop Application