

VEHICLE WORKSHOP SCHEDULING MANAGEMENT SYSTEM

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A dissertation submitted in partial fulfillment of the requirement for
Bachelor of Science (Honours) degree in Computer Science

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Informatics Institute of Technology, Srilanka
in collaboration with
University of Westminster, UK**

2020

Abstract

The automotive industry in Sri Lanka is shifting slowly toward a service-oriented model with new entrants concentrating extensively on customer experience and consumer data. Associated Motorways Private (LTD) is one of the major giants in Automotive Sri Lanka which offers a reliable, modern, customer solutions. However, the service sector doesn't operate efficiently in terms of system point of view. There are minor loopholes that may impact the brand value of the company.

The automobile service appointment system is very inefficient. The current online appointment is not working properly. The customer must either visit the workshop or call the workshop to make an appointment. If the customer discovers the part replacement requirement that he/she will visit or call the parts division to find out if the parts are available, often the parts may not be in the current stock so that the customer will be disappointed and purchase from competitors. During services, there is a challenge in monitoring the on-going level of progress, because the customer has to contact the service person to determine the level of completion. In addition, the IN and OUT time of the service person is not measured efficiently, as this is a necessary requirement. Therefore, the total time taken for a specific job is not accurate.

In delivering an effective IT solution for the vehicle repair process, it was analyzed through the aid of literature, interviews, and questionnaires, Web application would be ideal for this project and hence the Prototype approach method has been chosen although it will be built up further into a fully functional solution. The implemented version of the 'Vehicle Workshop Scheduling Management System' was reviewed by expert and non-expert users, while further recommendations were rendered to improve the solution.