

Background

The other day I phoned up the local garage and made a booking, as there was a problem with my car. So I took it down the next day and there was a huge queue AT the office. When it was my turn I asked them what was going on and they said that they double booked the whole day and there were a lot of angry customers. As it was one of my friends who owned the garage he made a bet with me, he said that if I could open and run a more successful garage he would sign the deed of his garage over to me. So, me being a betting man I accepted this challenge and I now had to think of what I could do better than his garage to make mine more successful. I had already got 10 mechanics in mind so all I needed was a booking system. I thought of making a computer system. This idea struck me as quite reasonable so I stuck with it. So I got to thinking and I remembered my AS ICT course work and I thought of doing the same type of thing for my garage. So I dug out my old coursework and re-designed my system with (hopefully) many improvements. I would like this system to be able to take all the bookings for the garage.

Description

We will have 8 bookings in a day and will only accept advanced bookings. They can phone up or drop in and book here. When they book we will take their name, address, and car make and model. If needed on the day we will pick the car up on our flatbed this will be recorded by a yes or no tick box. After we have done that car we will type in the repairs done. If not they can drop it off in the morning and either pick it up in the

evening or the next morning. This is when they will pay for the repairs made to the car. I believe that this system will greatly increase the efficiency of our organization and will make sure double bookings never happen.

End user requirements

My customer would like to do many things these are

- To print off a list of the cars that needs servicing in that day.
- To be able to enter customer names and addresses easily within a 4 minute time period
- To be able to easily keep track of the cars under their care
- To be able

To make a system easy to use and not to have to train people to use it

My user is fairly computer literate but does not know how to use database software so I am going to create a switchboard to make things easier for him as on a switchboard you only have to click on a button to get to a form instead of going through the database menus.

Objectives

- 1.To be able to set up a number of filters that will filter all of the data and either an onscreen display of the filtered data.
- 2.To allow easy entry of data maybe using a switchboard for the customer information and information on the cars themselves.
- 3.To make a system that is easy to use for the average mechanic.

Resources

For this database to work my customer will need a few things if they do not already have them.

These include the following:

- 1.A basic computer
- 2.A mouse and keyboard
- 3.A black and white printer
- 4.Microsoft access 2000 for windows.

This will come to a maximum of £1000.

The computer will only have to have Microsoft 2000 so we will not need a huge processor or ram but a basic computer will do.

A mouse and a keyboard are obviously for navigating through the menus and entering data.

A black and white printer as we may want to see a copy of all the customers in case our system fails and we will not need a colour as there is not point as it will be more expensive.

Software

The soft ware needed for my system to work is; a Microsoft operating system, Microsoft office 2000 which must include access 2000 and a decent anti-

virus. My system will not work to its full potential if these

Design

This is a list of things that I need to design for my system to work:

- a. Customer table
- b. Cars (linked to customer via ID) table
- c. Repairs (linked to cars via number plate) table
- d. Customer filter query
- e. Repair history query
- f. Booking form
- g. Car form
- h. Repair form
- i. Switchboard

Inputs, Outputs and Processes

Inputs

Customer	Address (3 lines) Postcode Name (2fields+title) Telephone number Customer ID	These will be taken by one of the mechanics when the customer phones up and be typed into the system via a keyboard if it is
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		the first time if not we will find the customer using the ID
Bookings	Customer Time Date	This will be taken when the customer either phones up or comes to the garage and sets a time and date that s free.
Cars (Linked to customer via customer ID)	Make Model Owner (customer ID) Number plate Pickup (y/n tick box) Flatbed pickup (see up)	These will be taken down by one of the mechanics when the customer phones up or when s/he drops it off. We will only type it up once if it is a returning customer then we will look it up on the system unless s/he is an existing customer
Repairs (Linked to cars via number plate)	Problems Repairs done Number plate Date	This will also be taken by one of our mechanics. The customer will tell us what's wrong and we will type it up along with the quoted cost and time.

Outputs

Description	Data to be included	Comments
An on screen display of a to do list for that day	The details of the car that needs the work doing on it the date	This will be a simple enough task, as I will put a button on the switchboard to do this automatically.
A print out of all of our customers and their details	All the data about the customer	This is in case our computer crashes or we have a power cut and this would be our backup.
Repair history of a certain car	The owner of the car The car Previous problems and the date of these recorded problems	This is so we can see if a car has a fault history with a certain part eg if the steering seems to go a lot.
Look up a customer	The customer and car info	This is for when the work on the car has finished and we can let the owner know.

PROCESSES

Description	What?	Comments
An on screen display of a to do list	Booking=today's date Report layout	This will be an onscreen display but it will also be able to be printed off if needed.
Customers & details	Print all customers and their details.	This will be a backup incase the system crashes
Look up customer	Filter of all customers and their customer	This is of when we want to contact our customers when

	id's	their car has been finished.
REPAIR HISTORY OF A CAR	Filter the car itself and its repair history.	This is to see if there has been a constant problem with the car.