Service Management System Logistics: (Procurement, Warehousing, Asset Management, Project Management, Vendor Portal, Fleet Management, Audit Management, Vehicle Reservation, Maintenance, Repair, And Overhaul)

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Abstract

As Sun Tzu said, "The line between disorder and order lies in logistics…" because logistics plays a critical role in an organization, especially nowadays. Logistics is all about efficiently managing the company's resources as it affects all other departments and influences its overall performance. But even to this day, the management of logistics here in the Philippines is still being processed manually according to the latest white paper published by YCP Solidiance titled "Digitalization in the Philippine Logistics Industry." This threatens the system's data security and integrity, leading to many management problems such as misplacement or loss of records, the unreliability of documents, absence of backup files in case of disasters, etc. The proponents propose the development of Tech-Trendz Services (Logistics), a web-based service management system that features a centralized network across every department in a company. This system solves the critical problems about data security and data integrity; it also provides features that will help the users reduce their workloads and time consumed in the management process.

The proponents used the agile methodology to break down the development of the system into a small tasks. These small tasks are arranged based on their importance and priority on several continuous iterations of development cycles that last every fortnight, called *sprints*. Each sprint is like a minor development life cycle as it also follows the primary analysis, design, testing, and implementation procedures. After finishing a sprint, the development team presents it to the project stakeholders for consultation. The stakeholders should be heavily involved during the whole development process, because they provide feedback after each delivery of completed sprints for the continuous improvement of the product. These collaborations between the development team and project stakeholders will occur several times during the development process until the product is completed. The proponents found this method useful and easy because it divides the big project into small tasks, this might provide space for potentiality and improvement. The agile method ensures that the final product will be a high quality and satisfactory to the clients as their requirements are consulted and implemented throughout the development process.

Keywords: Service Management System, Logistics, Inventory, Assets, Reports.