**SERVICE MANAGEMENT SYSTEM  
LOGISTIC**  
(**PROCUREMENT, WAREHOUSING, ASSET MNGT. PROJECT MNGT., VENDOR PORTAL FLEET MNGT., AUDIT MNGT. VEHICLE RESERVATION, MRO**)

A Project Study  
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In Partial Fulfillment of the Requirements for the Degree  
Bachelor of Science in Information Technology  
By

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April 2022

**CERTIFICATE OF ORIGINALITY**

This is to certify that the research work presented in the Project Study entitled **SERVICE MANAGEMENT SYSTEM – LOGISTIC (PROCUREMENT, WAREHOUSING, ASSET MNGT. PROJECT MNGT., VENDOR PORTAL, FLEET MNGT., AUDIT MNGT., VEHICLE RESERVATION, MRO)**

for the degree Bachelor of Science in Information Technology at the Bestlink College of the Philippines embodies the result of original and scholarly work caried out by the undersigned. This Project Study does not contain words or ideas for the published sources nor written works that have been accepted as basis for the award of a degree from any higher education institution, except where proper referencing and acknowledgement were made.

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**Abstract**

In year of modernization Logistic was still in manual process based on the personnel the grouped interviewed. The process of transmitting and documenting the item in the vehicle transition was manual.

In this case Logistic is not in easy way process due to some information of materials are not secured and the records are sometimes misplaced and even the redundancy if data are occurred that causes the misinterpretation of the management because before the management only uses the paper documentation which do not have a backup that if any risk problem the management will be case-hardened in assessment those records.

So, the group proposed system that is reliable to make easy way on how to manage the Logistic on the company, instead of manual process. The groups developed a system which can generate reports and can save a lot of information and even track those records by using search engine references.

**ACKNOWLEDGEMENT**

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**CHAPTER 1**

1. **Project Background**

The **Service Management System** are large modular systems that encompass all or nearly all parts of a service-oriented business. An organization must comprehend the amount of process maturity required to become a service-oriented company in order to have a service-management mindset.

**Logistics** is a detailed process of organizing and implementing an operation. When it comes to business, that process is the flow of work from the beginning to the end, in order to fulfill customer expectations as well as those of your organization. Logistic Management helps the company to reduce costs and efficiently manage customer service

* 1. **Project Charter**

**Vision**

Tech-Trendz Human Resource aim to develop and deliver a dependable, efficient, and user-friendly system that would assist stakeholders and users with their roles and responsibilities, particularly in the field of staff management. The developers will create a system with high security and a smooth data and information sharing process to sustain the stakeholders' growth and development, promote technology and automated work.

**Objectives**

**Procurement**

Is the process of purchasing goods or services and is usually in reference to business spending. Business procurement requires preparation, solicitation, and payment processing, which usually involves several areas of a company.

**Warehousing**

The item that is needed. Monitoring of items in the warehouse. List of ordered item. Trackingof item.

**Asset Management**

The item that is needed. Monitoring of items in the warehouse. List of ordered item. Trackingof item.

**Project Management**

To set a certain plan for a project Setting of schedule for the project plan. Monitored the project schedule is followed.

**Vendor Portal**

Some people call it Supplier portal; it is a web-based platform that allows you to communicate in real time with vendors and suppliers. Vendor portal search a supplier for common supply that the company needs.

**Fleet Management**

Is an administrative approach that allows companies to organized and coordinate work vehicles with the aim to improve efficiency, reduce cost. While most commonly used for vehicle tracking, fleet management includes following and recording mechanical diagnostic.

**Audit Management**

is responsible for recording transaction and complying with internal control policies and procedures and ensuring that board-approved audit directives are implemented. It helps simplify and well-organize the work flow and collaboration process of compiling audits.

**Vehicle Reservation**

is the module that is responsible for the reservation and the availability of the vehicle.

**Maintenance Repair and Overhaul**

Have schedule maintenance to organize the task and presentive maintenance has able to monitor the mileage in order to set change oil for vehicle. System has repair history to review the previous transaction of maintenance or repair.

**Project Size Estimate**

The development team has a time frame upon doing the system in developing the functionalities and improving the proposed system will be accomplish in three months to five months. But we assure that we show an output in every two weeks.

**Project Complexity Estimate**

The system is consisting of four different functionalities and also need to make a different sprint and each sprint has many tasks to do to accomplish.

**Scope**

**Procurement**

It is use to control the purchasing of products and services from external suppliers. It is also responsible for managing bids in response to request for proposal from customers. Awarding the contract for the chosen suppliers and keep tracking for the contract that needed to be void. Procured item that needed to be pay by finance department.

**Warehousing**

The item to be needed.

Monitoring of items in the warehouse.

List of ordered items.

Tracking of items.  
**Asset Management**

List of assets has been purchased.

Monitor of assets depreciated value cost every year.

Increase in the value of assets over the period of time.

**Project Management**

To set certain plan for the project.

Setting the schedule of the project plan.

Monitored whether the project schedule is followed.

**Maintenance Repair and Overhaul**

Have schedule maintenance to organize the task and preventive maintenance has able to monitor the mileage in order to set change oil for vehicle. System has repair history to review the previous transaction of maintenance or repair

**Organization**

|  |  |  |
| --- | --- | --- |
| **ROLE** | **NAMES & CONTACT INFORMATION** | **RESPONSIBILIES** |
| Project Owner | **Mr. Khristian Hosena** | * Serve as the ultimate authority for the project * Provide strategic direction and guidance * Approve changes in the scope * Identify and secure funding * Make business / approach decision for the project * Make resource Available * • Approve work Products, Address, issue and approve change request. |
| Scrum Master | Marc Julius M. Barcinal | * Report and receive direction from sponsors * Manage, review and prioritizes work plans. * Provide status report. * Manage the development team * Recommend changes. |
| Development Team | Romel B. Cabiling  Eunique Lamber L. Malang  Ronalyn M. Ramos  Fridalyn T. Lesigues | * Participate in project development activities including planning, development, implementation of deliverables and quality control |
| Stake Holders | User, Client and Customer | * People who conduct a resource of the project |

*Table figure 1: Organization*

**Resources**

The project team has specific resources to support action in the proposed system.

**Approach and Methodology**

The development team used agile methodology model because it is iterative and incremental software development with other engineering process models and documentation is produced at each phase.

AGILE

METHODOLOGY

*Figure 1: Agile Methodology Model*

**Requirements**

In this phase the development team captured all the requirements needed for the development of the proposed system by means of documentation. Those gathered requirements from the client are well analyze by the scrum master in a way that development team conducts more investigation or research about the important aspects that a service management system has that could help them onto the development and improvement of the Tech-Trendz Human Resource.

**Planning**

Development Team have already done the requirements analysis where they’ve analyzed all the possible requirements, they need to stablish the proposed system. In this phase the team brainstormed about how to start the project. During this period the task are divided into smaller iterations two week is the duration of the sprint wherein the client check and give a feedback to the developers for the debugging of the bugs and fixing minor problems that they've seen or encounter. This, is to make sure that the working version of the proposed system generates a systematic output wherein it meets the goal or the objectives that the researchers want to achieve.

**Designing**

The requirements set by the client in this phase is studied by the developers also it includes the discussion of the tools that will be used on the development of the proposed system. This is also the phase wherein the different iterations or task is now allocated for the developers and the list of each task is now on progress. The key features or the design of the proposed system is now at work and in conjunct to the set sprint duration in the planning phase.

**Development**

This phase after the discussion of the requirements and proposed tools to achieve the best result of the proposed system. The development team are now establish all the graphical elements that had been designed in the design phase into well-ordered manner wherein it follow the set hierarchy of the proposed system. Furthermore, the layout, key features and interactivity of the developing system were created and tested at this phase it is when the clients give rapid feedback to the team then the system is tested simultaneously until it generates systematic output.

**Release**

In this phase the release of the product to the client will depends on the sprints. Each iteration or the task that allocated to the developers have their own feature of release every end of each cycle. When the whole system is finalized, given the system and user documentation the release phase needs ongoing support that keep the whole system run smoothly and systematic to provide a good result.

**Track and Monitor**

The presence of the feedback from the end users of the proposed system allows the team to detect the problems, issues and concerns of every end user that will face unwanted results generated by the developed system. In this phase, track and monitor helps the development team to continue to improve the quality of the system and work it out in a way that they can address the issues and resolve it instantly this is to avoid more serious problems or issues that will arise in the future.