

Edmund's Electrics

Edmund owns a domestic appliance shop called Edmund's Electrics. He sells domestic appliances ranging from kettles, toasters, etc, to dishwashers and cookers. Every appliance sold has a guarantee. The length of the guarantee depends on the brand of the appliance. For example, a *Phibbs-Browne 22" auto-light hob* has a guarantee of 24 months from the manufacturer, Phibbs-Browne, while a *Rimmel-Haynes Fast-Boil Steamer 2 kettle* has a 12 month guarantee from the manufacturer, Rimmel-Haynes. Edmund's Electrics have a computerised system on which each appliance sold is recorded, with the date of sale and the customer information. When the guarantee expires on the appliance, the appliance is automatically deleted from a computerised system.

Garry, Edmund's brother provides an on-site repair service. For appliances that cannot be fixed on site, Garry sends the appliance to a service centre designated by the appliance manufacturer. When an appliance is brought into the company for repair, Edmund takes the appliance and checks the serial number to see if the appliance is under guarantee. If so, he fills out a fault sheet for the appliance. The information on the fault sheet describes the appliance (the appliance manufacturer, brand and serial number, date of purchase (e.g. *Rimmel-Haynes, Fast-Boil Steamer 2, KL-104-A, 26/2/2001*)), the customer (the customer name, address and daytime contact number) and the fault (fault description (as described by the customer), date submitted for repair and condition of electrical appliance (as decided by Edmund)). All fault sheets are input into the computer system. Edmund keeps all appliances for repair, along with their fault sheets, in a crate that Garry collects each morning. Garry takes the fault sheet and checks the serial number of the appliance on the computer to see if it has been repaired before. He assesses the appliance to see if it can be repaired on-site. If the appliance needs to be sent to a service centre for repair, Garry looks up the appliance brand and manufacturer on the computer system to get a list of service centres that service appliances for the manufacturer. He then prints off the fault information, the service centre contact name and address and sends it with the appliance, to the service centre.

When the repair has been done, Garry adds repair information to the computer system. For on-site repairs, date of repair, part replaced and duration of repair are added. For repairs that have been sent out, Garry adds the date the repaired appliance was returned to Edmund's Electrics, the part replaced and service centre that repaired it. The repaired appliance is returned to Edmund along with the updated fault sheet. When the customer collects the repaired appliance, he / she signs the fault sheet.

Edmunds Electrics B.

New Stock

Manufacturer Id: RH Manufacturer name: Rimmel-Haynes Change Manufacturer

Appliance Brand: Fast-Boil Steamer 2 Kettle Guarantee: 12 Cost: £29.99 Quantity in stock: 4

KL-104-A Register stock item Change Brand

Figure 1 New Stock Screen

Manufacturer

Manufacturer Id: PB Add View

Manufacturer Name: Phibbs-Browne

Address: Unit 21A Stevens Ind Park, Stepside.

Service centres Exit

Figure 2 Manufacturer Screen

About once a month, Edmund gets new stock into the shop. Each delivery from a manufacturer is accompanied by a contents sheet, describing what is in the delivery. Edmund checks manually to see if everything is present and then he updates his computer system, by running the 'Enter New Stock' task. The first screen that is displayed is the New Stock Screen (see Figure 1). He can either type in the Manufacturer's Id, in which case the Manufacturer's name is displayed, or he can click the 'Change Manufacturer' button.

If Edmund clicks the 'Change Manufacturer' button, the Manufacturer screen (see Figure 2) is displayed. From there, he can add a new manufacturer or view details of an existing one (he can also associate service centres with the manufacturer, but that is outside the scope of this study). When he has finished adding / viewing manufacturers, he returns to the New Stock screen by clicking the Exit button (see Figure 2). From there, he enters the brand name of the first set of appliances he wishes to record,

along with the length of the guarantee and the cost of the brand. He then records the serial number of each appliance of this brand, clicking the 'Register stock item' button after each one. This records the appliance in the system and increments the quantity in stock field on the screen. If he has another brand of appliance to enter, he clicks the 'Change Brand' button and types in the new brand name and registers more serial numbers. He keeps doing this until he has registered all the new stock. Then he exits by closing the New Stock screen.