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Case Study: Monash Automotive

Monash Automotive (MA) is a small business operating from a single location, which services automotive vehicles.

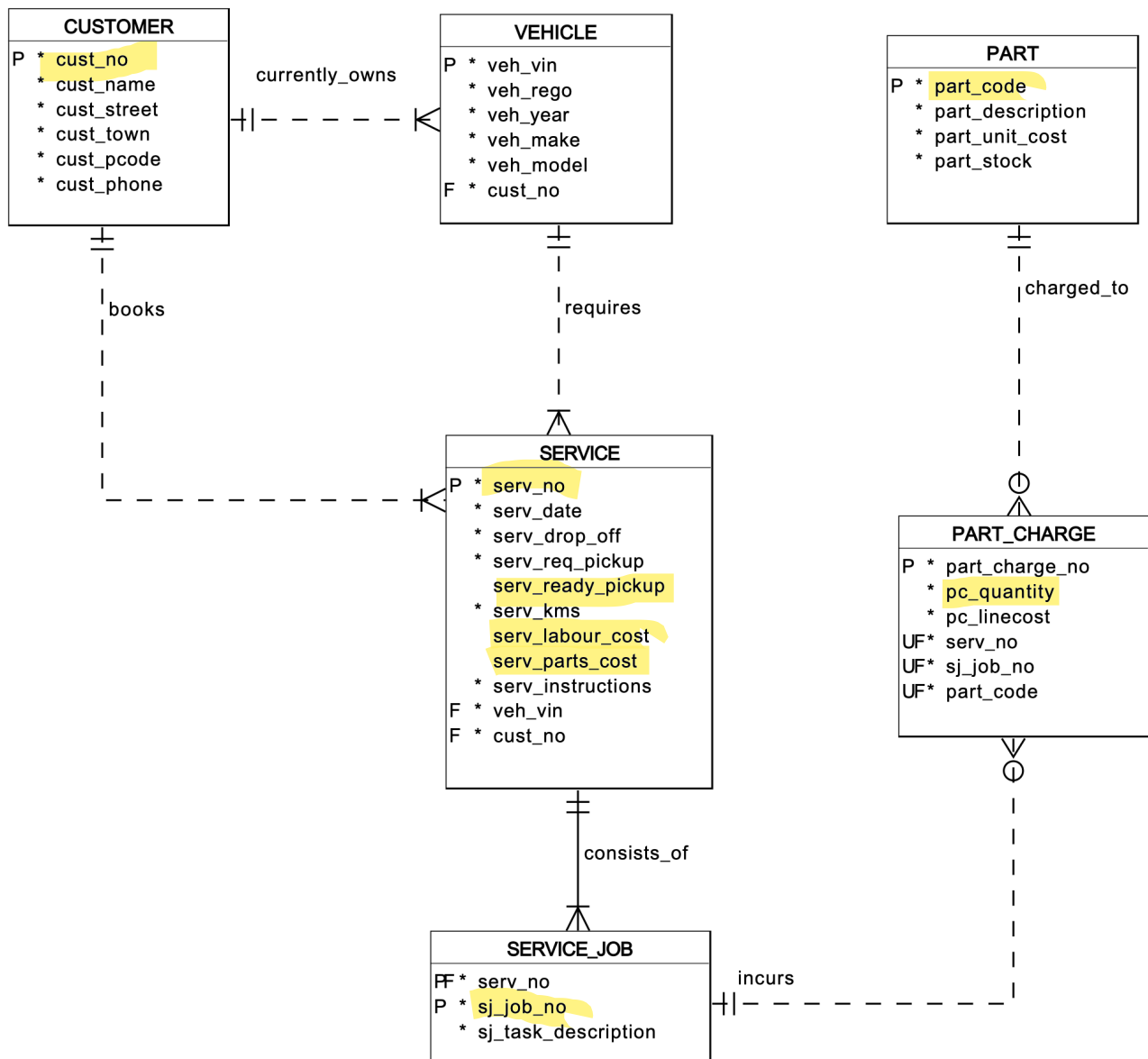
Customers drop their vehicle off at the Monash Automotive service centre where a reception staff member makes a service entry into the system. Each service is assigned a **unique service number**, which the system should automatically generate. A customer indicates to the reception staff how they intend to pay for the service (Cash/Card/EFT). The customer provides **instructions for the work** which needs to be carried out.

The vehicle will then be worked on by MA mechanics, **a cumulative total of the hours** spent on the service is recorded in the workshop and **a final service labour charge** entry struck when the service is completed. As the work is carried out, all parts, which are required for the service, will be obtained from the MA Spare Parts division.

The mechanic will request an item/s and the Spare Parts division attendant will make a **part charge** entry, which will record **the part number**, **the service number**, **the job number** within that service, **the quantity of items** used and the **total line cost for this/these item/s**.

When all required work has been carried out **the total labour and total parts cost** are updated in the service entry. The last service entry update carried out is to **update the ready for pickup time**, this signifies that the service has been closed. When customers pick up their vehicle they are required to pay the full amount of the service.

The logical model for this scenario was configured as:



The relational model based on this logical model is shown below:

