

Automobile Dealership Management System



Project Group 14

Background:

The automobile dealership industry operates in a highly competitive environment where customer satisfaction, operational efficiency, and inventory management are crucial to success. Dealerships must handle an extensive range of vehicles, both new and old, while keeping current and accurate records of each car's specifications, history, and availability. Customers today expect a streamlined purchasing experience, including quick access to vehicle information, warranties, and after-sales services.

Traditionally, many dealerships managed their inventory and sales procedures using paper-based records or scattered systems. However, these methods can cause inefficiencies, inaccuracies, and delays in collecting critical information. A powerful and well-structured database system is required to successfully manage these complicated operations.

So, this project streamlines operations, enhances customer experience, and improves overall dealership efficiency.

Objectives:

- The Primary objective of this project is to design an efficient database for an Automobile dealership which is aimed at improving the management of the inventory, showroom and sales operations.
- Our system facilitates generating monthly sales reports, tracking the history of pre-owned vehicles, and offering a comprehensive summary of available vehicles that meet customer preferences.
- Additionally, it will manage after-sales services, including roadside assistance and extended warranties, to enhance customer satisfaction and retention.

Scope and Requirements:

- Our model comprises of User, Inventory control, Automobile, Vehicle History, Warranty, Appointments, Services and Sales.
- This structure ensures that the dealership can provide accurate, timely information to customers and employees, enhancing operational efficiency. By giving detailed vehicle histories, including damage and repair records, the system helps build trust with customers, ensuring long-term relationships.
- The database must maintain detailed records of each car, including model name, cost, and full specifications.
- It must track and provide insurance details for each car.
- It should record and display the total distance (mileage) each vehicle has traveled.
- The system should store the names of all previous owners and the dealer handling the sale.
- It must provide real-time availability information for vehicles within a specified price range and location.
- Appointments can be made, Customer can book a test-drive and can also check the vehicles condition.
- The system should track and display any previous damage to the vehicle.
- Warranties must be managed for specific vehicle parts in case of damage.