



**A
PROJECT REPORT
ON**

“BODY SHOP MANAGEMENT SYSTEM”

Submitted to

Savitribai Phule Pune University

**In Partial Fulfilment of the requirements for the Award of the Degree of
BACHELOR OF BUSINESS ADMINISTRATION**

IN

COMPUTER APPLICATION

Under The Esteemed Guidance of

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OF

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Certificate

This Is To Certify That **WAVARE ADITYA TUSHAR & CHAVANKE SIDDHARTH ARUN** Students of **TYBBA_CA** Has Completed Project Report On Preparation of Project Report of “**BODY SHOP MANAGEMENT SYSTEM**” Submitted In Partial Fulfilment of His Degree of **BACHELOR OF BUSINESS ADMINISTRATION IN COMPUTER APPLICATION** as per the Syllabus of **SAVITRIBAI PHULE PUNE UNIVERSITY** For the Academic Year 2023-24.

I further clarified That, The work has been carried out under my Guidance

Project Guide

Head of Department

Internal Examiner

External Examiner

ACKNOWLEDGEMENT

At every outset I express my gratitude to almighty lord for showering his grace and blessing upon me to complete this project.

Although our name appears on the cover of this book, many people has contributed in some form or the other form to this project development. We could not have done this project without the assistance or support of each of the following we thank you all.

I wish to place on my record my deep sense of gratitude to my project guide, **Prof. P.G Gudaghe**, Head of Department of K. J. Somaiya College, Kopargaon and **Prof. P.G.Gudaghe**, for his valuable suggestions and advices throughout the BBA_CA course. I also extend my thanks to other faculties for their Cooperation during my Course.

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1.Introduction

1.1 Introduction

In Body Shop Management Project we use Java & MySQL Database. This project keeps the record of all activities that happen in body shop such as managing inventory/stock, managing car wash, also managing the car denting.

In the dynamic world of automotive services, efficient management of body shops plays a pivotal role in customer satisfaction, operational effectiveness, and overall profitability. As vehicles become more complex and technologically advanced, the demands placed on body shop managers and their teams continue to evolve.

This project aims to delve into the intricacies of body shop management, focusing on the strategies, tools, and best practices that drive success in this specialized field. From streamlined repair processes to customer relationship management, every aspect of body shop operations will be explored to uncover insights that can enhance efficiency and service quality.

1.2 Motivation

The automotive industry stands at the forefront of technological advancement, constantly evolving to meet the demands of a dynamic market. Within this landscape, the management of body shops represents a crucial aspect that directly impacts the efficiency, profitability, and customer satisfaction levels of automotive repair businesses.

The motivation behind the development of a comprehensive Body Shop Management System stems from several key factors:

- **Increasing Complexity of Repairs**

Modern vehicles are equipped with sophisticated technologies, intricate designs, and advanced materials. As a result, the repair process for damages incurred in accidents or wear and tear has become significantly more complex. Body shop managers are tasked with overseeing repairs that involve not only traditional mechanical systems but also intricate electronic components and safety features such as airbags and sensors.

- **Demand for Streamlined Operations**

Efficiency is the cornerstone of success in any business, and this holds especially true for automotive repair shops. To remain competitive and meet the growing demand for quick turnaround times, body shops must streamline their operations. This includes effective scheduling of repairs, optimized workflow management, and seamless communication between technicians, customers, and suppliers.

- **Integration of Digital Tools**

In an era defined by digital transformation, the automotive industry is embracing a wide array of digital tools and software solutions. A Body Shop Management System aims to integrate these tools into a cohesive platform that simplifies tasks such as estimating, invoicing, parts ordering, and customer.

- **Focus on Customer Experience**

Customer satisfaction is paramount in the automotive repair business. A satisfied customer not only returns for future services but also becomes a brand advocate, spreading positive word-of-mouth. A Body Shop Management System enables body shop managers to provide a superior customer experience by offering transparent communication, accurate repair estimates, and timely updates on the status of their vehicles.

- **Data-Driven Decision Making**

In today's data-driven world, businesses of all sizes are leveraging analytics to make informed decisions. A Body Shop Management System collects and analyzes data on various aspects of the repair process, including turnaround times, inventory levels, employee productivity, and customer feedback. This valuable information empowers managers to identify areas for improvement, allocate resources efficiently, and make strategic decisions that drive business growth.

1.3 Problem Statement

- **Complex Repair Processes**

Modern vehicles are equipped with advanced technologies, including intricate electronic systems and safety features. Body shop technicians often struggle with accessing accurate repair information, resulting in longer repair times and potential errors.

- **Inefficient Workflow Management**

Manual processes for scheduling appointments, managing inventory, ordering parts, and tracking repair progress lead to inefficiencies and delays. This results in longer turnaround times, dissatisfied customers, and decreased revenue.

- **Limited Digital Integration**

Many body shops still rely on paper-based systems for estimates, invoices, and customer communications. The lack of digital integration hampers productivity, customer convenience, and the ability to analyze key performance metrics.

- **Poor Customer Communication**

Customers expect transparency and timely updates throughout the repair process. However, manual communication methods often lead to misunderstandings, delays in approvals, and dissatisfaction.

- **Increased Repair Times**

The lack of access to accurate repair information and inefficient workflow management contribute to longer repair times.

1.4 Objective & Goals

1. Objectives

- **Streamline Repair Processes**

Implement a user-friendly interface that provides technicians with easy access to repair manuals, diagnostic tools, and parts ordering systems.

Reduce repair times through efficient workflow management and optimized repair procedures.

- **Enhance Operational Efficiency**

Automate appointment scheduling, inventory tracking, and repair progress updates to minimize downtime and maximize productivity.

Improve resource allocation by providing real-time insights into technician availability, workload distribution, and equipment usage.

- **Integrate Digital Solutions**

Develop a system that allows for electronic estimates, online appointment scheduling, and digital invoicing.

Provide a centralized platform for customer communications, including automated updates, service reminders, and feedback collection.

- **Improve Customer Experience**

Enhance transparency throughout the repair process with automated updates, digital approvals, and online access to repair status.

Offer convenient communication channels for customers to inquire about repairs, approve services, and provide feedback.

Goals

1. Optimize Repair Efficiency

- Reduce average repair times by 20% within the first year of implementing the BSMS.
- Increase the number of repairs completed per technician by 15% through streamlined processes and improved resource utilization.

2. Enhance Customer Satisfaction

- Achieve a customer satisfaction rating of 90% or higher based on post-service surveys.
- Reduce customer complaints related to communication and repair delays by 30% within the first six months.

3. Improve Revenue Generation

- Increase overall revenue by 25% through upselling of additional services and improved pricing accuracy.
- Expand customer base by 20% through enhanced online presence, marketing, and positive customer reviews.

4. Ensure Regulatory Compliance

- Achieve full compliance with industry regulations and standards, with zero instances of non-compliance or penalties.
- Maintain accurate and up-to-date documentation of repairs, warranties, and certifications for audit purposes.

5. Enhance Technician Productivity

- Improve technician utilization rates by 15% through optimized scheduling and workload distribution.
- Reduce idle time by 20% through real-time monitoring and adjustments to workflow processes.

1.5 Scope & Limitation

1. Repair Management

Track and manage all repair orders, including customer details, vehicle information, labor hours, and parts used.

2. Inventory Control

Monitor and update inventory levels in real-time, automate reordering of parts, and track supplier information.

3. Appointment Scheduling

Allow customers to book appointments online, view available slots, and receive automated reminders.

4. Integration Challenges

The integration of the new system with existing legacy software or hardware may pose compatibility issues.

5. Customization Complexity

Extensive customization requests beyond the defined scope may require additional time and resources.

6. Budget and Resource Constraints

Limited availability of IT resources or technical expertise could affect the speed of development and implementation.

2. System Analysis

Existing System

The Existing system contains following:

- **Point of Sales(POS):**

POS system that allows customer to make payments but there was no track of income and expenses.

- **Static :**

The user can view only the available services.

- **Basic Design:**

The website has simple level and user find it hard to use.

- **Don't have product functionality:**

The user can view the cars only not any information regarding it.

Proposed System

Following systems can be proposed in the existing system:

- **Customer Registration and Profile Management:**

Customers details can be registered, view their service history, and update their personal information.

- **Service Request Management:**

Customers service requests can be created, specify issues, and schedule appointments.

- **Inventory Control:**

Monitoring and updating of stock levels, low level can be identified and can be tracked.

- **Employee Profiles and Scheduling:**

Employee details, work schedules, and task assignments.

- **Scheduling appointments.**

2.2 Scope & Limitation of existing system

1. Integration with Digital Tools

- **Estimating Software**
Integrate with industry-standard estimating software for accurate repair cost calculations.
- **Parts Ordering Systems**
Connect with suppliers' systems for seamless ordering, pricing updates, and parts availability checks.
- **Customer Relationship Management (CRM)**
Sync customer data, preferences, and service histories for personalized interactions.
- **Online Portal for Customers**
Provide a user-friendly portal for customers to view repair status, approve work, and make payments.

2. Managing Workflow

- **Washing Records**
Stores all vehicles details those are currently lined up for washing.
- **Denting Management**
This business plays important role in body shop as by assessing vehicle condition we can estimate the time for work on the car.
- **Ancillaries**
We can also manage stock on this software and do purchase sell of stock from here.

3. User Training and Support

- Offer comprehensive training sessions for body shop staff on using the new system effectively.

1. Integration Challenges

- The integration of the new system with existing legacy software or hardware may pose compatibility issues.
- Limited availability or compatibility of APIs from third-party software providers could hinder seamless integration.

2. Customization Complexity

- Extensive customization requests beyond the defined scope may require additional time and resources.
- Customizations could impact system stability, scalability, and future updates.

3. Budget and Resource Constraints

- Budget limitations may restrict the inclusion of certain advanced features or modules.
- Limited availability of IT resources or technical expertise could affect the speed of development and implementation.

4. Data Migration Challenges

- Transferring existing data from legacy systems to the new BSMS may require careful planning and execution.
- Data inconsistencies or errors in the migration process could affect the accuracy of records in the new system.

2.3 Project Perspective

The "Body Shop Management System" project aims to modernize and optimize the operations of automotive repair shops, specifically focusing on body repair processes. By leveraging technology and digital tools, the project seeks to enhance efficiency, improve customer satisfaction, and drive profitability for body shops of varying sizes. The system will provide a centralized platform for managing repair orders, inventory, appointments, customer communications, billing, and reporting. The perspective of this project is to create a user-friendly, integrated, and data-driven solution that empowers body shop owners, managers, and technicians to streamline their operations, increase productivity, and deliver exceptional service to their customers.

2.4 Stakeholder

1. Body Shop Owners

Role: They are the primary decision-makers and ultimate beneficiaries of the system.

Interests: Increasing operational efficiency.

Improving customer satisfaction and loyalty.

Maximizing profitability through optimized processes.

2. Body Shop Managers

Role: Responsible for overseeing day-to-day operations and ensuring smooth implementation of the system.

Interests: Streamlining repair processes to reduce turnaround times.

Optimizing resource allocation and workflow management.

Accessing real-time data for informed decision-making.

3. Technicians and Repair Staff

Role: Directly involved in carrying out vehicle repairs and using the system on a daily basis.

Interests: Easy access to repair orders, diagnostic information, and repair.

Efficient parts ordering and inventory management.

Mobile compatibility for on-the-go updates and job assignments.

4. Customers

Role: Seek repair services from the body shop and interact with the system for appointments, updates, and approvals.

Interests: Convenient appointment scheduling and reminders.

Transparent communication on repair progress and estimated.

5. Suppliers

Role: Provide parts, materials, and services to the body shop.

Interests: Streamlined ordering processes and automated notifications.

Integration with their systems for efficient order processing.

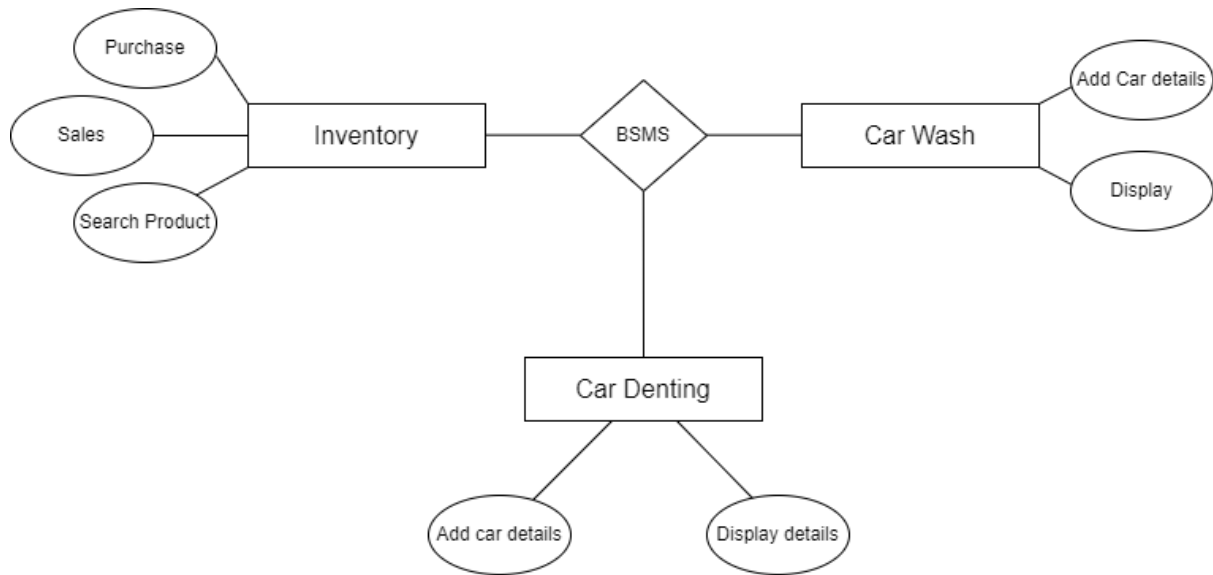
2.5 Requirement Analysis

Language	Java
Frontend	Swing
Database	MySQL

Hardware	Client
Processor	Pentium 1.30Ghz or equivalent
Operating System	<ul style="list-style-type: none">● Microsoft Windows Vista● Microsoft Windows XP Home edition
Memory	512MB for both Microsoft Windows Vista and Windows XP Home edition
Hard Disk	40GB or Larger

4. System Design

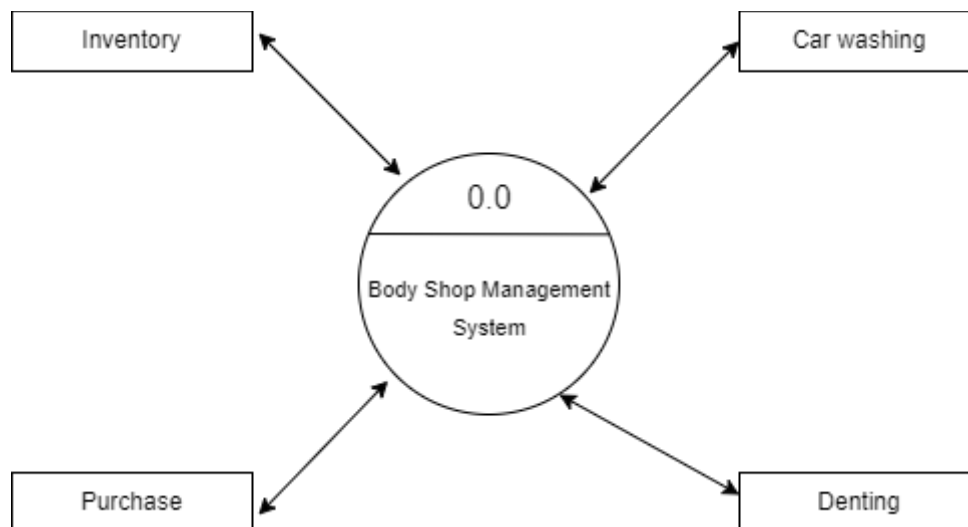
3.1.1 E-R Diagram -



3.1.2 Context Level Diagram -

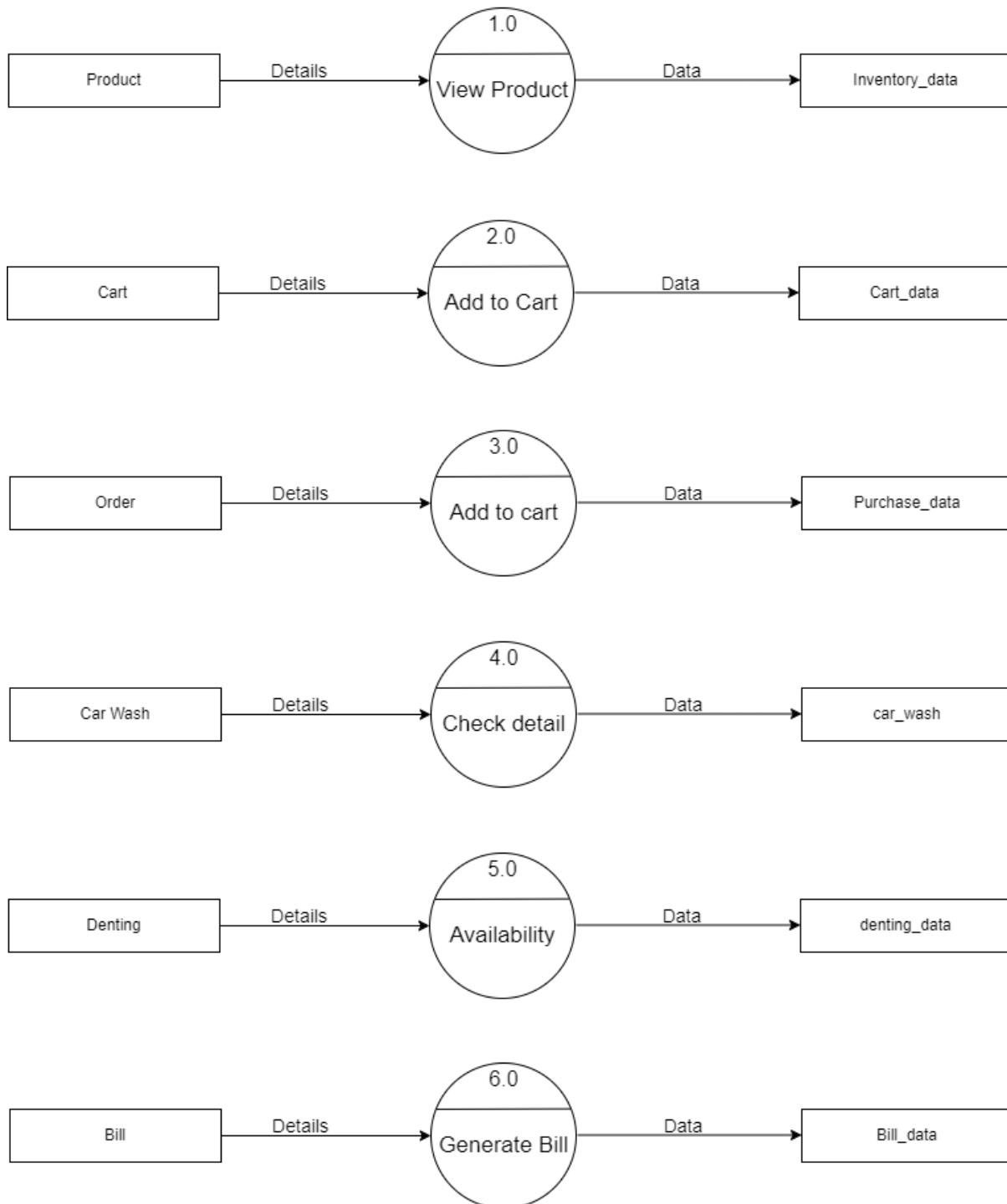
Context Level Diagram is also known as a **0-level DFD**. This is the highest-level DFD, which provides an overview of the entire system. It shows the major processes, data flows, and data stores in the system, without providing any details about the internal workings of these processes.

It's designed to be an abstraction view, showing the system as a single process with its relationship to external entities. It represents the entire system as a single bubble with input and output data indicated by incoming/outgoing arrows.

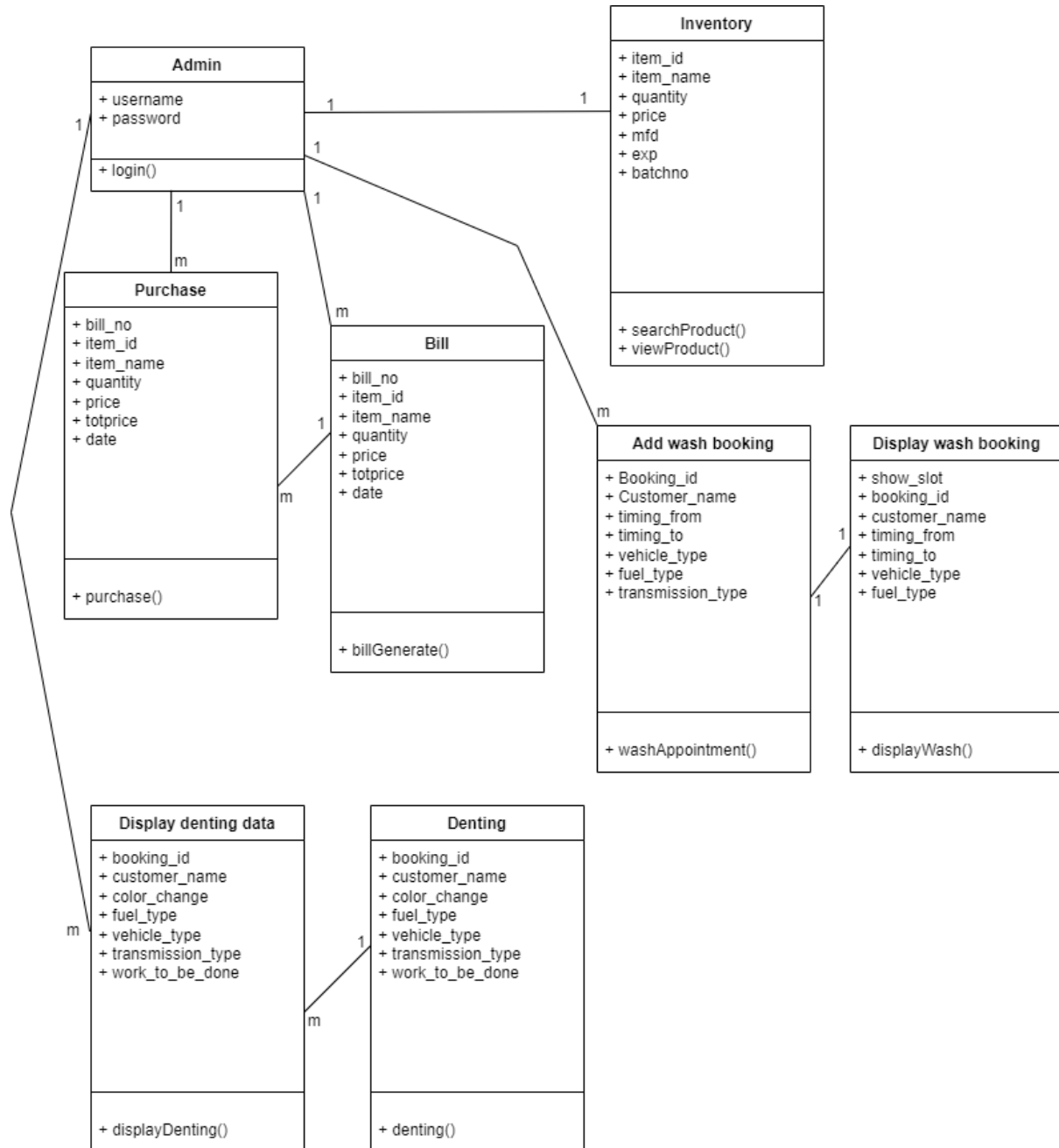


Context Level Diagram (Level 0 DFD)

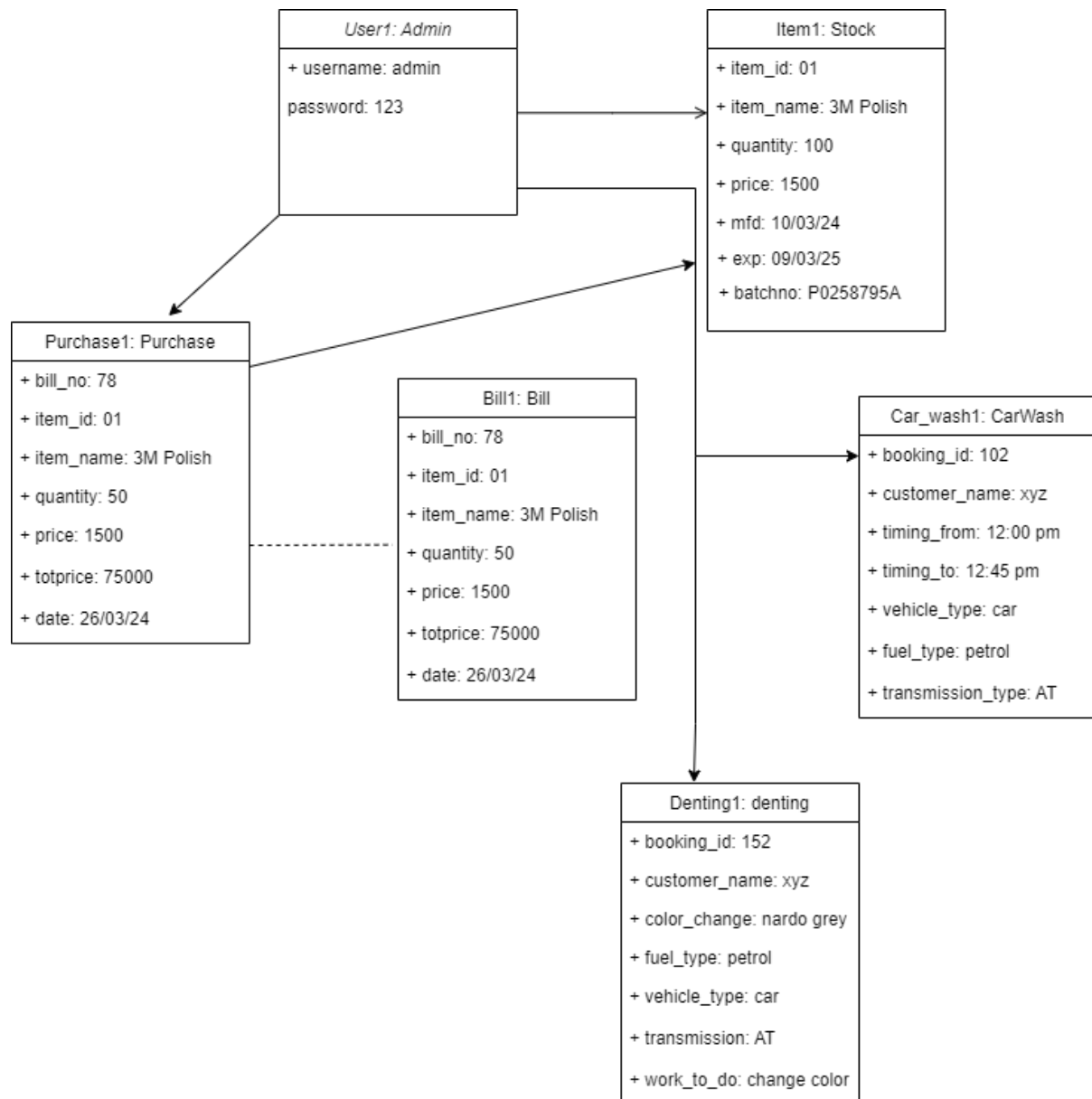
3.1.3 Data Flow Diagram



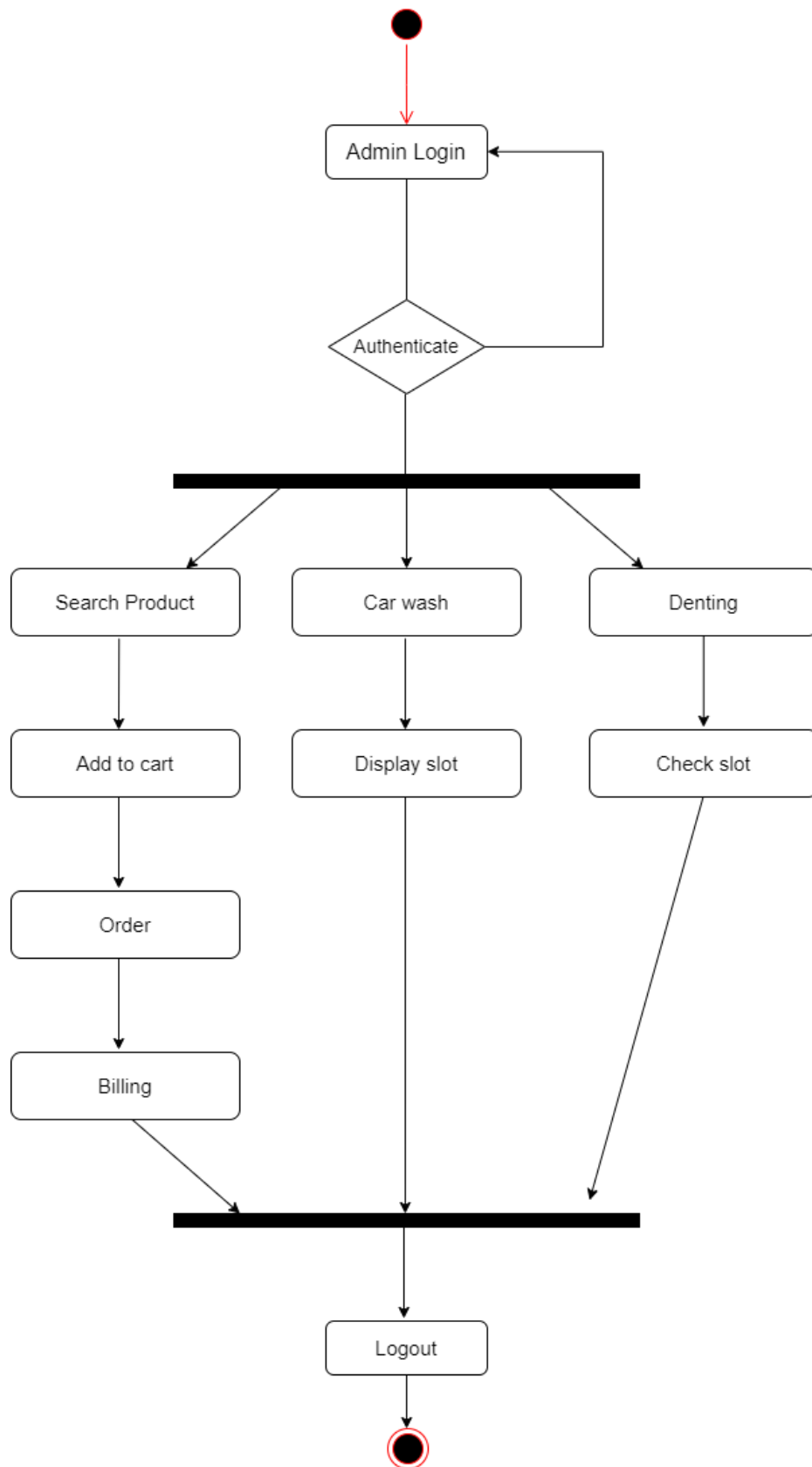
3.1.4 Class Diagram



3.1.5 Object Diagram



3.1.6 Activity Diagram



3.4 Data Model –

- Inventory:-

These are the body shop product details.

Table Name: inventory

Sr no	Field Name	Type	Size	Constraint
1	item_id	varchar	10	Primary key
2	item_name	varchar	100	NA
3	quantity	int	100	NA
4	price	int	300	NA
5	mfd	varchar	300	NA
6	exp	varchar	10	NA
7	batchno	varchar	300	NA

- Cart:-

This stores the item added to cart.

Table Name: cart

Sr no	Field Name	Type	Size	Constraint
1	item_id	varchar	30	Primary key
2	item_name	varchar	200	NA
3	quantity	int	100	NA
4	price	int	300	NA
5	totprice	int	11	NA

- Purchase:-

This stores the details about order executed by the user

Table Name: purchase

Sr no	Field Name	Type	Size	Constraint
1	item_id	varchar	30	Primary key
2	item_name	varchar	200	NA
3	quantity	int	100	NA
4	price	int	300	NA
5	totprice	int	11	NA

- Bill:-

This stores the details of products which are added in cart and billed.

Table Name: bill

Sr no	Field Name	Type	Size	Constraint
1	billno	int	30	Primary key
2	item_id	varchar	30	NA
3	item_name	varchar	200	NA
4	quantity	int	100	NA
5	price	int	300	NA
6	totprice	int	11	NA
7	date	timestamp	NA	NA

- Wash:-

This stores the details of all the vehicle which are in workshop for wash.

Table Name: wash

Sr no	Field Name	Type	Size	Constraint
1	cid	int	11	Primary key
2	c_name	varchar	255	NA
3	t_from	time	NA	NA
4	t_to	time	NA	NA
5	v_type	varchar	255	NA
6	f_type	varchar	255	NA
7	trans_type	varchar	200	NA

- Dent:-

This stores the detail of all vehicle which are there for color change.

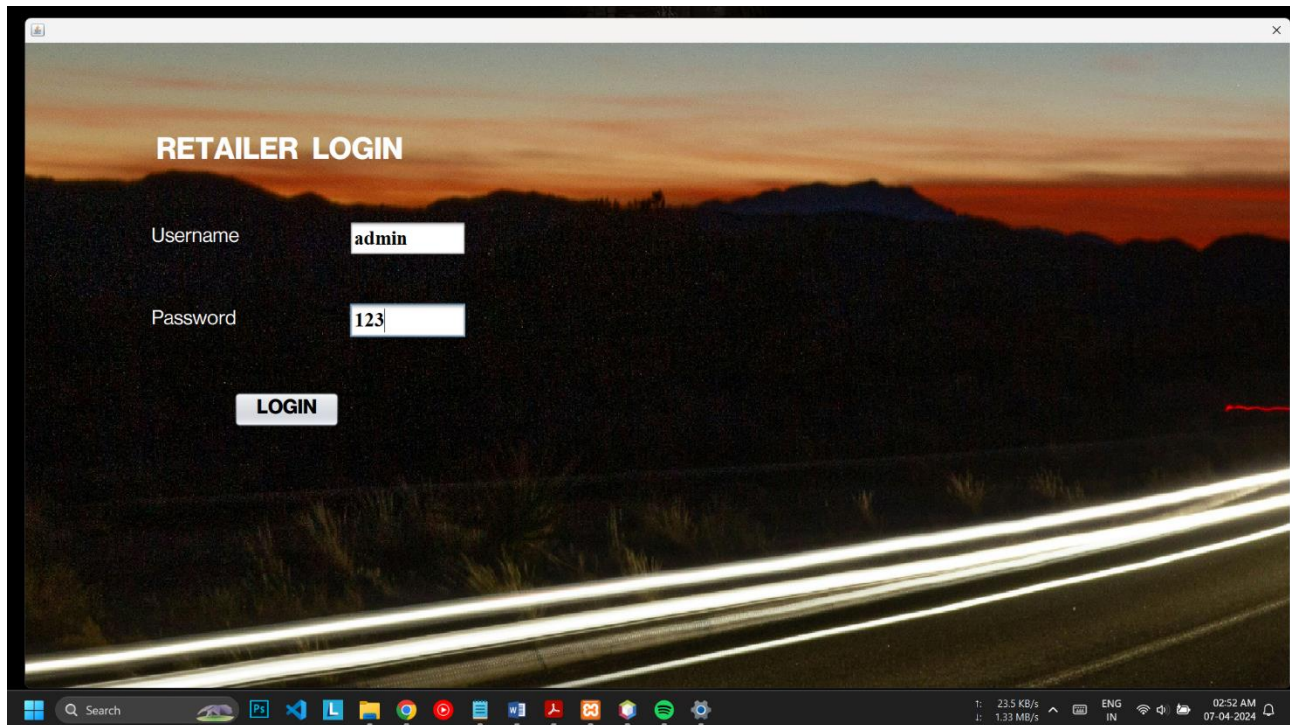
Sr no	Field Name	Type	Size	Constraint
1	cid	int	11	Primary key
2	c_name	varchar	255	NA
3	vehicle_type	varchar	200	NA
4	fuel_type	varchar	200	NA
5	work_to_do	varchar	255	NA

3.5 Data Dictionary

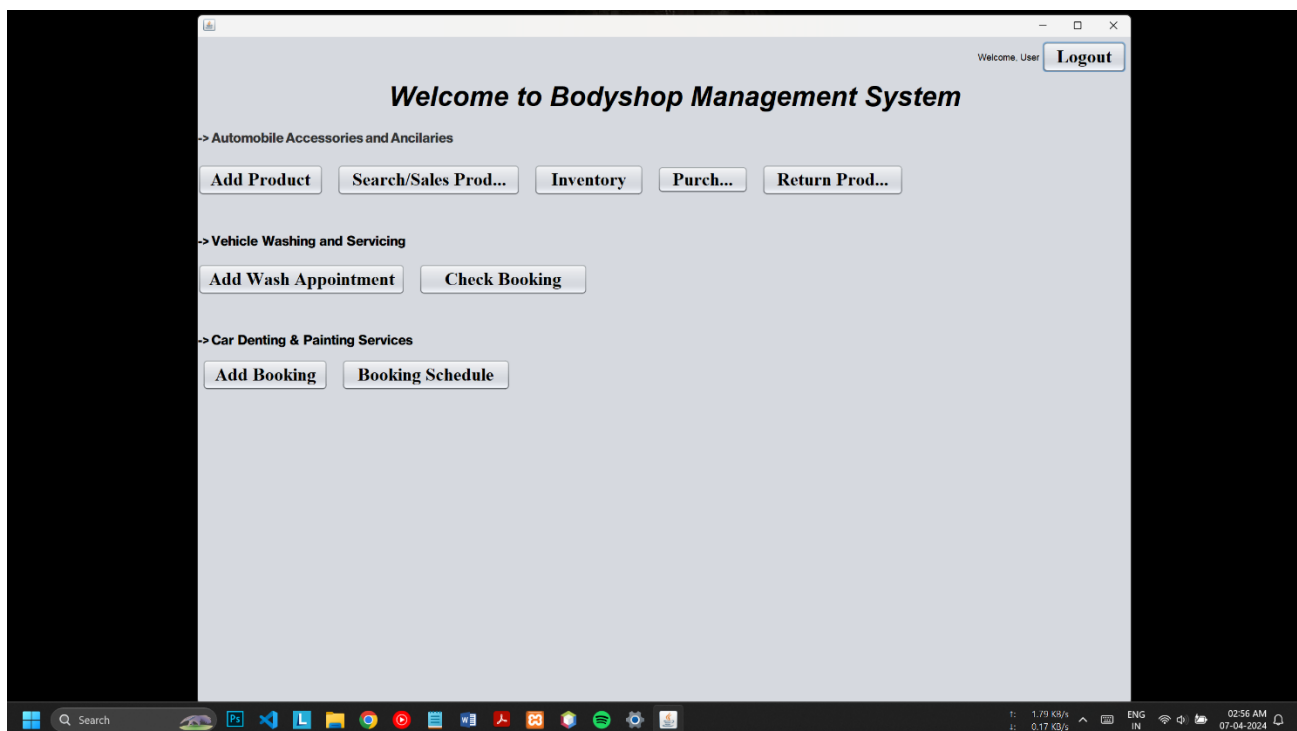
Sr no	Field name	Type	Size	Description
1	item_id	varchar	10	Product Id
2	item_name	varchar	100	Product Name
3	quantity	int	100	Product Quantity
4	price	int	300	Product Price
5	mfd	varchar	300	Manufacture Date
6	exp	varchar	10	Expiry Date
7	batchno	varchar	300	Batch No
1	item_id	varchar	30	Product Id
2	item_name	varchar	200	Product Name
3	quantity	int	100	Product Quantity
4	price	int	300	Product Price
5	totprice	int	11	Total Price
13	billno	int	30	Bill No
14	item_id	varchar	30	Product Id
15	item_name	varchar	200	Product Name
16	quantity	int	100	Product Quantity
17	price	int	300	Product Price
18	totprice	int	11	Total Price
19	date	date	timestamp	Date
20	billno	int	30	Bill No
21	item_id	varchar	30	Product Id
22	item_name	varchar	200	Product Name
23	quantity	int	100	Product Quantity
24	price	int	300	Product Price
25	totprice	int	11	Total Price
26	cid	int	100	Customer id
27	c_name	varchar	200	Customer Name
28	timing_from	timestamp	NA	Timing for service
29	timing_to	timestamp	NA	Timing for service
30	car_type	varchar	200	Vehicle type
31	fuel_type	varchar	200	Fuel type of vehicle
32	trans_type	varchar	200	Transmission type
33	cid	int	100	Customer id
34	c_name	varchar	200	Customer Name
35	car_type	varchar	200	Vehicle type
36	fuel_type	varchar	200	Fuel type of vehicle
37	trans_type	varchar	200	Transmission type
38	work_to_do	varchar	200	Work to be done on car

3.6 User Interface (Input & Output Screen)

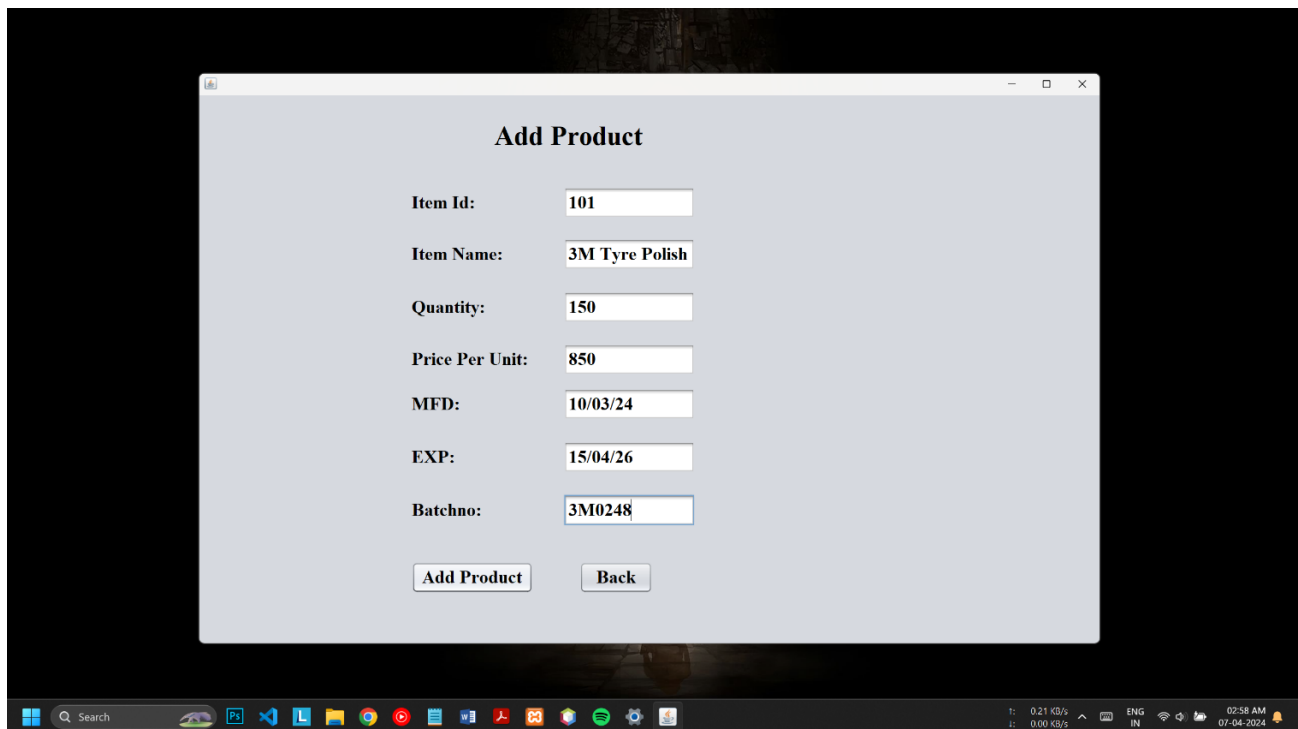
- Login Screen



- Home Screen



- **Add Product Screen**



Add Product

Item Id:

Item Name:

Quantity:

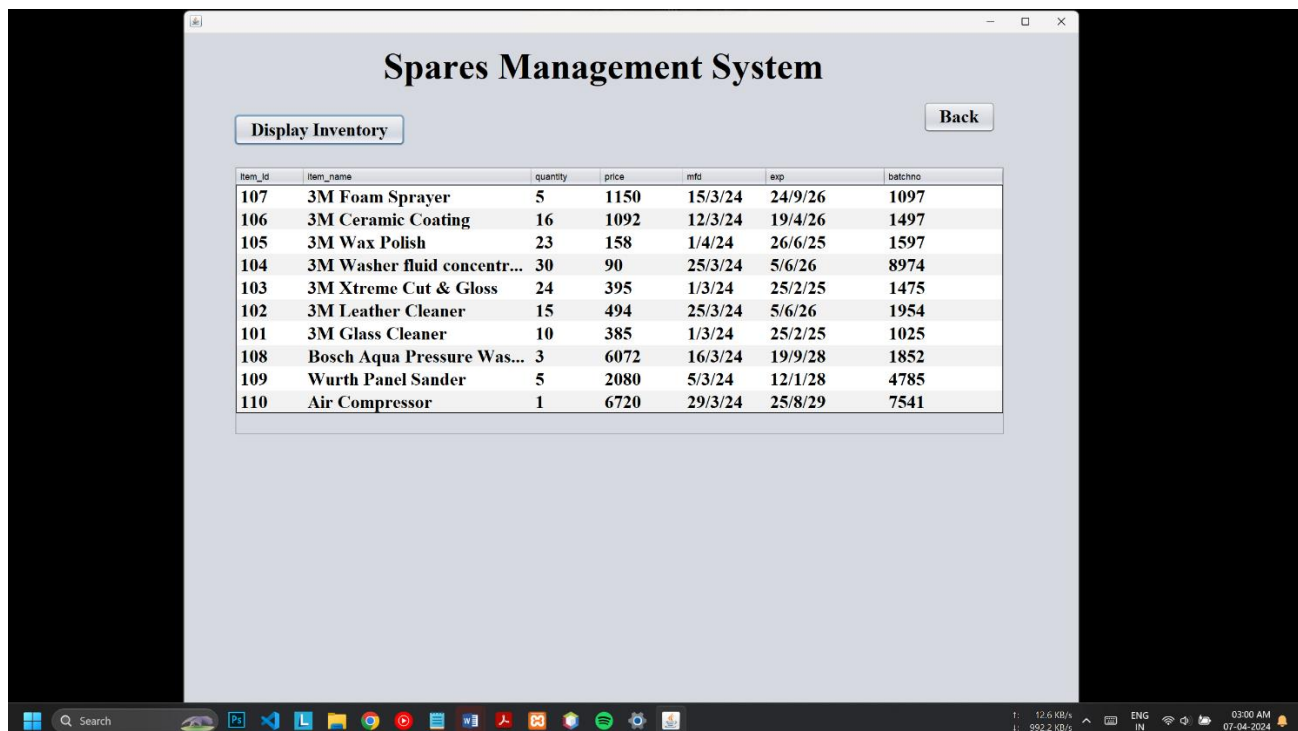
Price Per Unit:

MFD:

EXP:

Batchno:

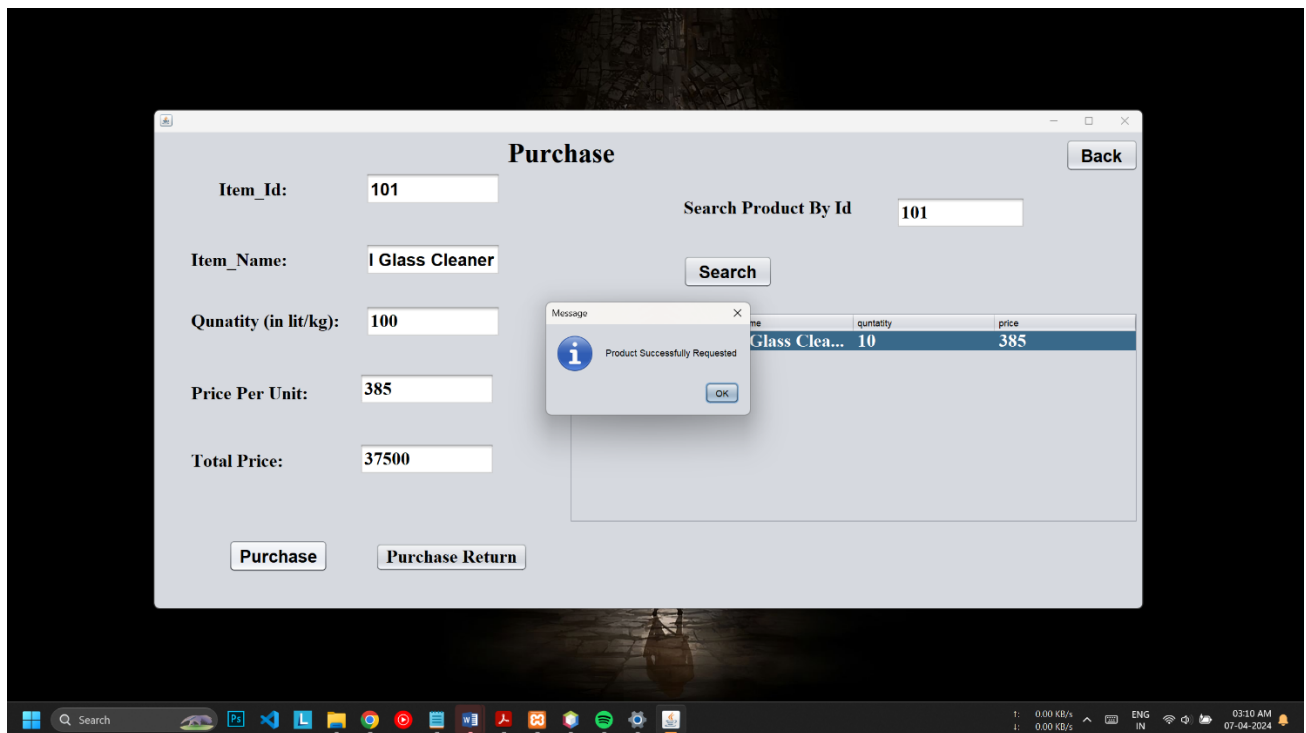
- **Inventory Screen**



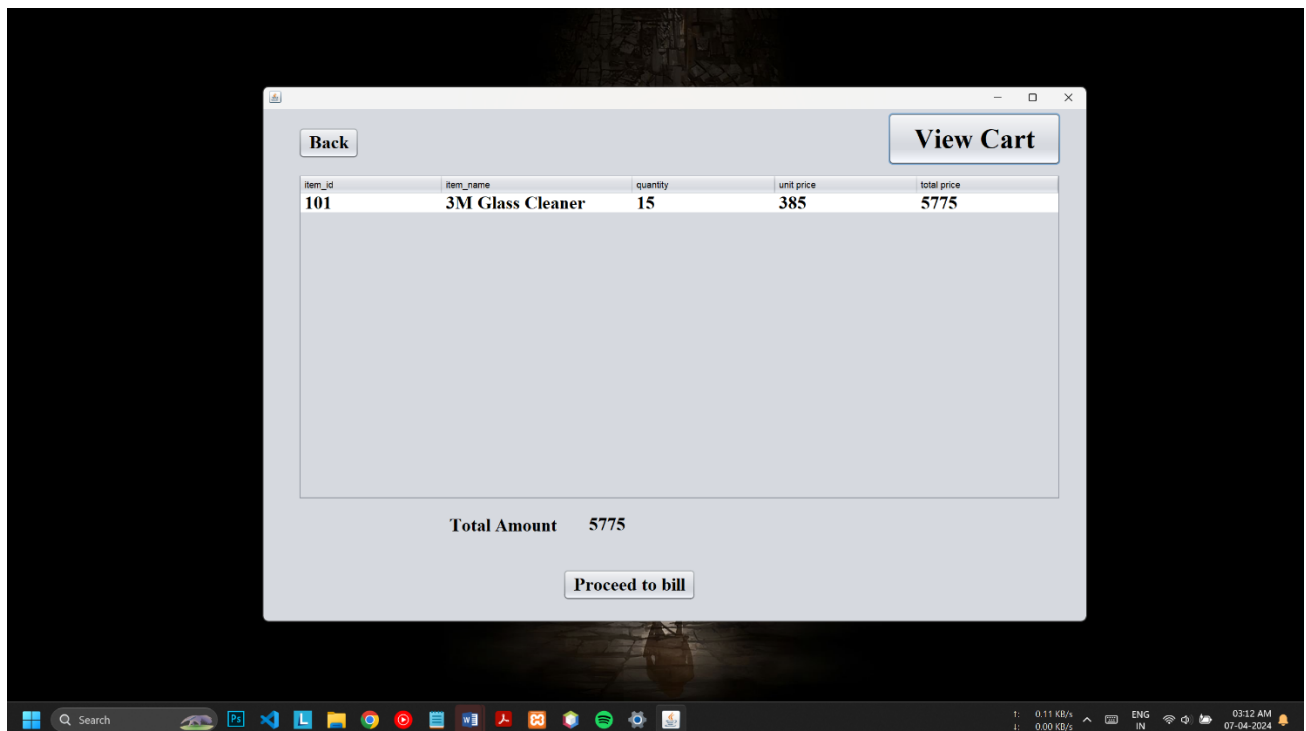
Spares Management System

Item_id	Item_name	quantity	price	mfd	exp	batchno
107	3M Foam Sprayer	5	1150	15/3/24	24/9/26	1097
106	3M Ceramic Coating	16	1092	12/3/24	19/4/26	1497
105	3M Wax Polish	23	158	1/4/24	26/6/25	1597
104	3M Washer fluid concentr...	30	90	25/3/24	5/6/26	8974
103	3M Xtreme Cut & Gloss	24	395	1/3/24	25/2/25	1475
102	3M Leather Cleaner	15	494	25/3/24	5/6/26	1954
101	3M Glass Cleaner	10	385	1/3/24	25/2/25	1025
108	Bosch Aqua Pressure Was...	3	6072	16/3/24	19/9/28	1852
109	Wurth Panel Sander	5	2080	5/3/24	12/1/28	4785
110	Air Compressor	1	6720	29/3/24	25/8/29	7541

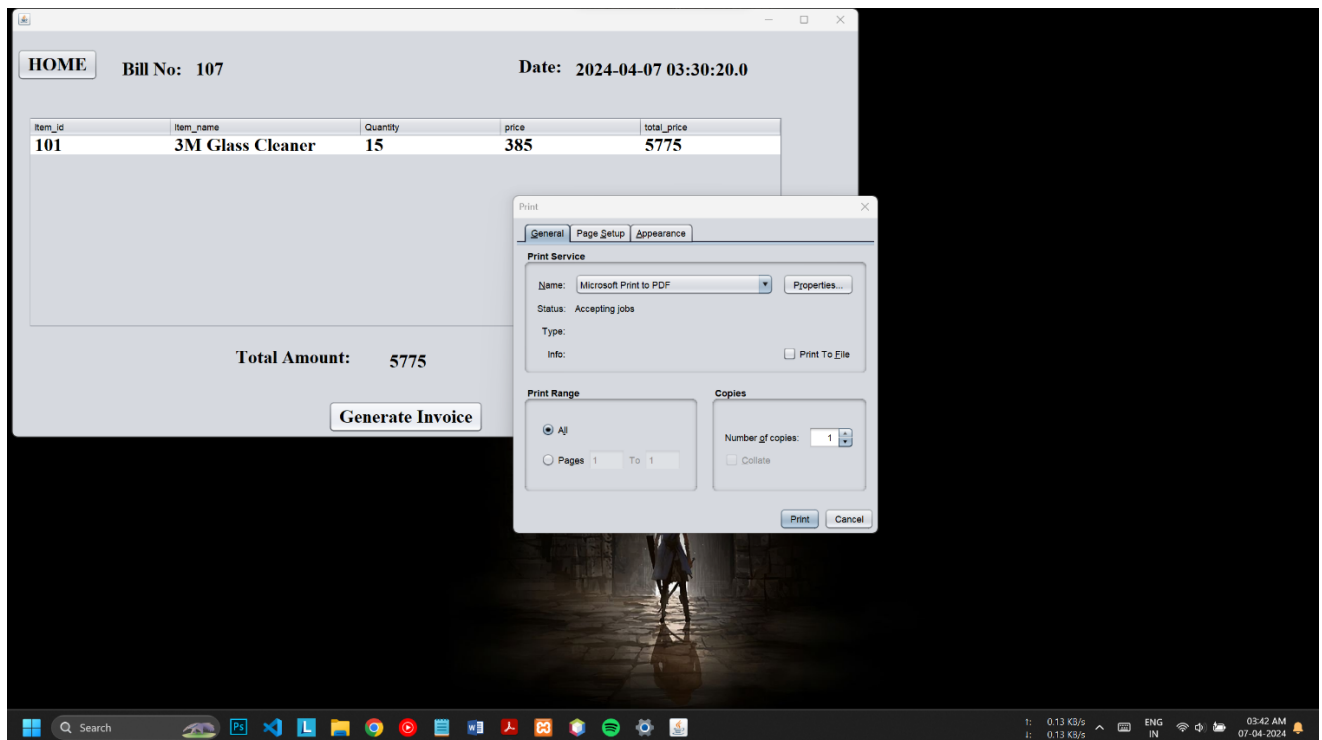
- **Product Manage Screen**



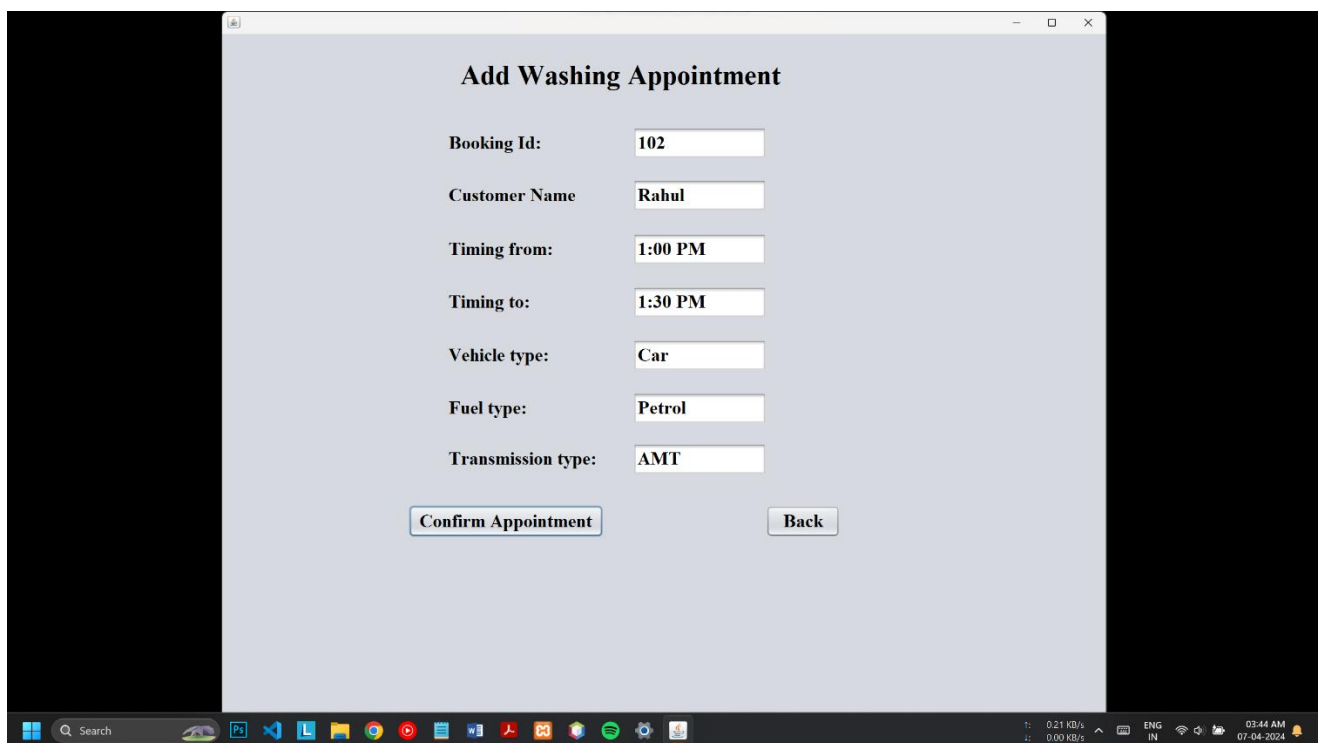
- **Cart Screen**



- **Billing Screen**



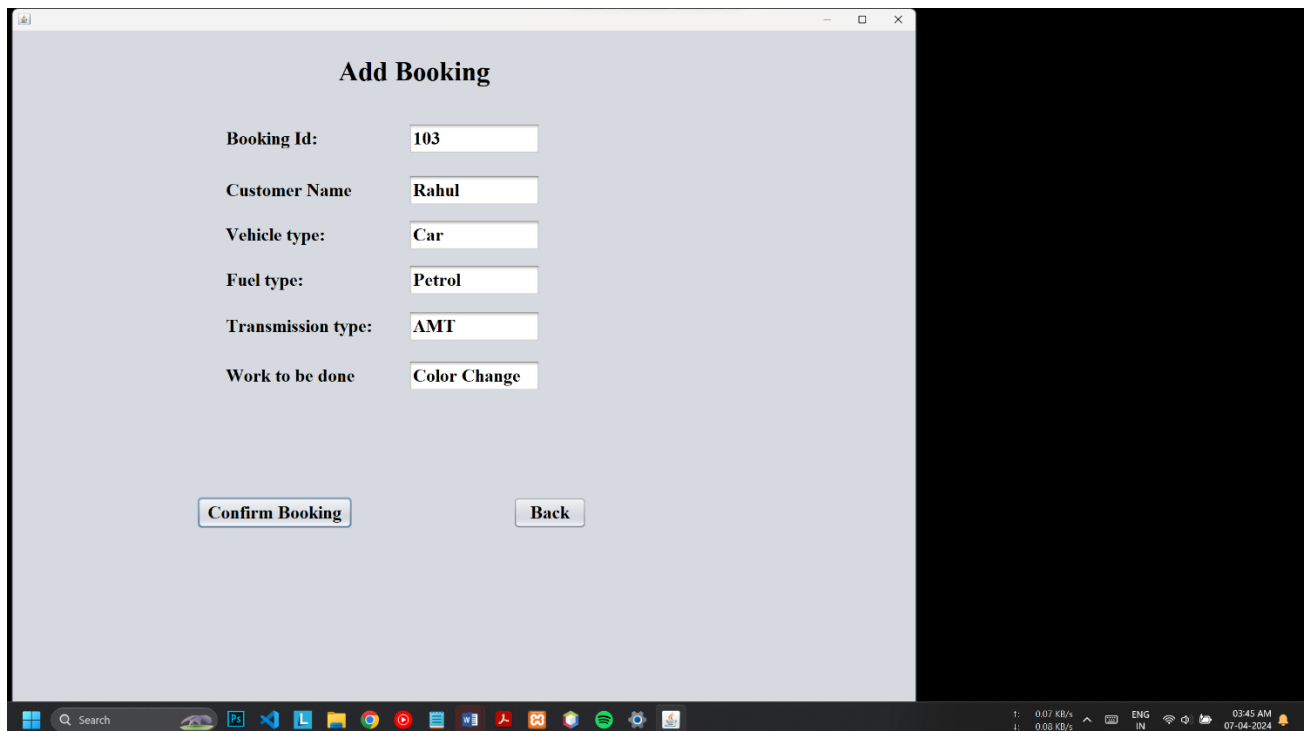
- **Car Wash Screen**



- **Car Wash Data Display**



- **Denting/Color Data Entry**



4. Implementations Details

- Hardware & Software Requirement**

1. Hardware Requirement:-

Name of Component	Specification
Processor	Intel(R) Core(TM) i3-6100U CPU @2.30GHz 2.30 GHz
Hard disk	200 GB
RAM	2.00GB
System	Windows 7/8/10 Operating System(32/64-bits)

2. Software Requirement:-

Language	Java
Frontend	Swing
Database	MySQL

5. Outputs and Reports Testing (Test Plan)

5.1 Data Validation Test Cases (BBT):-

Sr no.	Module Name	Test Case	Test Data	Excepted Result	Actual Result	Status
TC-01	Login	Verify Home Visibility After Login	Username: admin Password: 123	Successful Login Should redirect to homepage	Redirected to Homepage after successful login	Pass
TC-02	Home	Verify that all the button are responsive and functional	-	Button should redirect to their respective component	Buttons were clickable, responsive and functional	Pass
TC-03	Product	Verify entered data in input field	Item_id: 01 Item_name: 3M Glass Cleaner Quantity: 100 Price: 3300	User should be able to fill the input field with data	Data was filled seamlessly	Pass
TC-04	Inventory	Verify Product data is visible or not	-	Product data should be displayed	Full detail information about product was visible	Pass
TC-05	Inventory	Verify Product data is visible according to displayed table	-	Product data is properly visible according to their table field	Product were visible successfully according to their field in table	Pass
TC-06	Inventory	Verify Data is arranged in order	-	Product data is displayed in certain order	Product data is visible according to date created	Pass
TC-07	Update	Verify Product Data is successfully updated	Quantity: 100	Product data is updated successfully all over system	Product Data was successfully updated	Pass
TC-08	Update	Notification on successful updation	-	To receive success notification on updation	Received success notification after successful updation of product	Pass
TC-09	Update	Verify Changes are made to database	-	Immediate updation of product details in database	Product data was updated effectively in database	Pass
TC-10	Purchase	Verify whether Selected Product is successfully added to cart	Item_id : 01	Right Product get added to cart	Only Selected product is added to cart for purchase	Pass
TC-11	Purchase	Verify whether Total Price is calculated	Quantity: 100 Price: 3300	Total Price gets automatically calculated	Total price is calculated Corrected	Pass
TC-12	Purchase	Verify click on add to cart button adds product int cart	-	Product should be added to cart	Product got added to cart successful	Pass
TC-13	Cart	Verify Bill get generated by Clicking	-	Bill get generated successfully with proper order data	Bill was generated properly with all order details	Pass

5.2 White Box Testing:-

In white box testing knowing the internal working of the product, tests can be conducted to ensure that internal operations are performed according to specification and all internal components have been adequately exercised. In white box testing logical path through the software are tested by providing test cases that exercise specific sets of conditions and loops. Using white-box testing software developer can derive test case that

- Guarantee that all independent paths within a module have been exercised at least once.
- Exercise all logical decisions on their true and false side.
- Exercise all loops at their boundaries and within their operational bound.
- Exercise internal data structure to ensure their validity.

At every stage of project development I have tested the logics of the program by supplying the invalid inputs and generating the respective error messages. All the loops and conditional statements are tested to the boundary conditions and validated properly.

6. Conclusion

The Body Shop Management System is developed and designed for recording and managing the inventory of an organization. It can also be used for different institution with fewer modification as per requirement. the system can be easily updated as the other institutional requirement may not be integrated on our project . After the continuous effort , testing and debugging the current system is ready to be implemented in an organization.

Some of the lesson that we had learned from the project are:-

- Sharpen the knowledge of working cooperating in working organizational environment and work place.
- Know the value of time and disciple.
- Work in group and make group decision.
- Learnt communication skill, leadership , quality and to make good public relation.

6.1 Limitations

- This application does not have a built in check out process.
- An external checkout package has to be integrated in to this application. Also users cannot save the shopping carts so that they can access later i.e. they cannot create wish lists which they can access later.
- This application does not have features by which user can set price ranges for products and receive alerts once the price reaches the particular range.
- Internet access required: When participating, for being able to buy and sell, you need a device connected to the internet. Currently, most people have internet access but, in many areas, it is still very limited

7. Future Enhancement

Future enhancements for an Body Shop Management System (BSMS) can incorporate advancements in technology, address evolving business needs, and improve user experience. Here are some potential future enhancements:

1. Enhanced Mobile Capabilities:

- Develop mobile applications with advanced functionalities for body shop management tasks such as barcode scanning, receiving, picking, and shipping. Mobile-enabled BSMS can provide on-the-go access to inventory data and streamline operations for field personnel.

2. Customizable Dashboards and Reporting Tools:

- Enhance the BSMS with customizable dashboards and reporting tools that allow users to visualize key inventory metrics, track performance KPIs, and generate ad-hoc reports. Customizable reporting capabilities can provide actionable insights for informed decision-making.

3. Cloud-Based Deployment and Scalability:

- Offer cloud-based deployment options for the BSMS to provide scalability, flexibility, and accessibility across distributed locations. Cloud-enabled BSMS can support growing inventory volumes, expanding business operations, and remote workforce collaboration.

By incorporating these future enhancements, an Body Shop Management System can stay ahead of the curve, adapt to changing business requirements, and continue to deliver value in an increasingly dynamic and competitive marketplace.

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