

## **DEFINITION AND ANALYSIS OF THE CURRENT SITUATION (T1)**

### **Team Members:**

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### **1. BUSINESS DESCRIPTION**

- **Business** : IVECO Stands For : Industrial Vehicle Corporation
- **Industry** : Heavy Vehicle
- **Basic Services** : Manufacturing, Selling, Technical Services
- **Product Information** : Truck, Van, Minibus, generally commercial vehicles
- **History** : IVECO was formed in 1975 with the merger of five European manufacturer. Through alliances and investments, it is one of the world's leaders in road transportation.

### **2. BUSINESS PROCESS UNDER STUDY**

- Customer takes reservation by using telephone conversation with consultant who are interested in vehicle acceptance. The consultant gives date to customer in available schedule.
- When customer left vehicle at reservation time, consultant enter the information about vehicle to the enterprise application and makes records. Also consultant prints 3 copy of that informations to give different departments.

*One of these is given supply department to keep track of the used spare parts*

*One of these is given repairmen to keep track of the data process in repair.*

*One of these is hidden and keeping in himself for any problem.*

- Repairmen analyzes the vehicle before start to repairment. If there is a broken or anything parts which is need to replacement, he tells supply department to "I need that part for repairment".
- Supply department checks their stock and if there is, tells consultant to ask to customer approval for this replacement. If part out of stock, supply department asks that spare part to other services.
- After customer approval about part replacement, consultant tells repairmen to change that parts.
- When repairmen complete the replacement and repairment, process is done. He tells consultant that it is done. Consultant makes call to customer to give information.
- Customer takes an invoice to give the financial department to pay his loan and business process is done.

### **3. SUPPORTING INFORMATION SYSTEM**

- *Telephone : For taking reservation*
- *Computer :*
  - *Software : An application that named Minerva is used to make vehicle registration to DBMS which is client-server.*
- *There is nothing that based on computer for different groups communication. Consultant contact the others face to face ( e.g. repairmen , foremen ).*

### **4. DETAILS OF USING INFORMATION SYSTEM IN THE BUSINESS PROCESS UNDER STUDY**

- *Minerva's registration system*
  - *Vehicle registration (Problem definition)*
  - *Order spare parts*

### **5. RATIONALE FOR TRANSITION TO CURRENT INFORMATION SYSTEM**

- *To quickly access records that belongs to past*
- *Not to lose documentations about process. Using Minerva, informations are archived in client-server database*
- *Technical problems in old applications*

### **6. PROBLEMS OBSERVED DURING/AFTER THE TRANSITION**

- *Minerva has become more usable after updating 3 times. On older models the number of actions takes to access an information was more. That sentence belongs to Ali Osman Kabakçı who is IVECO Ankara Technical Service Manager.*

### **7. LESSONS LEARNED FROM THE TRANSITION**

- *For vehicle registration, consultant needs some informations about vehicle (e.g. km, id of the vehicle). To get them, he/she get on the car and takes photos. Then, these informations are recorded to Minerva. For this problem, a mobile application might be developed for not wasting time. That sentences are belong to consultant Ferhat.*

### **8. BENEFITS OBTAINED BY THE TRANSITION**

- *The automation advantages are quickly accessing informations and securely archiving them.*

## 9. BUSINESS PROCESS MODEL



## APPENDIX

*Photos taken during meetings*

