BBM475 Management Information Systems 2019 Fall, Term Project

DEFINITION AND ANALYSIS OF THE CURRENT SITUATION (T1)

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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 conservation with consultant who are interested in vehicle acceptance. The consultant gives date to customer in avaliable 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 deparment 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 analizes 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.

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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
 - o 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 archieved 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.

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9. BUSINESS PROCESS MODEL

IVECO ANKARA AFTER SALES SUPPORT



Customer makes reservation via phone conversation with Iveco consultant.

Customer left own vehicle to service when reservation time cames. Consultant creates a record on the their enterprise software.

Consultant gives that job to repairman and repairman makes first lookup on the vehicle according to customer complaints. If there is a part need to be change on vehicle, repairman gives information to spare parts departmant.

If that part already in stock, spare departman wants to customer approval from consultant. If the need part out of stock, spare part departman provides that part from other services in Istanbul or Italy.

Consultant makes call to customer for approval part change and gives information about that parts price.

Customer generally approves that parts changing, consultant takes note from that conversation and gives information to spare parts departments and then that departments gives that parts to repairmen for changing after part changing repairmen finish that repairment

When Repairmen finish own work on vehicle, gives that information to consultant. He makes call to customer and gives that informaiton, customer takes invoice from consultant and pay it. After paying process done, consultant gives vehicle keys to customer.

APPENDIX

Photos taken during meetings

