INTRODUCTION  
  
Research problem:  
  
The current reliance on traditional, manual systems for managing customer orders and production workflows at JCT Industrial Graphics presents significant challenges. These include inefficiencies in data recording, susceptibility to human errors, delays in information retrieval, and difficulty in tracking and coordinating production processes across departments. These issues hinder operational efficiency, compromise decision-making, and negatively impact customer satisfaction.  
  
STUDIES THAT HAVE ADDRESSED THE PROBLEM:  
  
This study proposes an online logbook system tailored for academic institutions, focusing on streamlining logbook management processes. It addresses challenges like inefficiency, limited accessibility, and error-prone manual systems, offering insights that can be adapted to manufacturing contexts  
  
IMPORTANCE OF THE STUDY:  
The development of an E-logbook system for optimizing customer order management and production workflow at JCT Industrial Graphics is crucial for various reasons that impact the organization, its stakeholders, and the wider industry  
  
Improved Customer Satisfaction: With real-time updates on order progress and faster processing times, customers experience better service delivery and transparency. This fosters stronger relationships and trust between the company and its clients  
  
Improved Accuracy and Data Integrity: The digital system ensures accurate record-keeping, reducing human errors and inconsistencies that are common in manual processes. Reliable data strengthens decision-making and operational planning.  
  
Real-Time Accessibility and Monitoring: An E-logbook provides real-time access to customer orders and production status, allowing for better coordination across departments and faster resolution of potential issues.  
  
PURPOSE STATEMENT:   
  
The purpose of this study is to design and develop an electronic logbook (E-logbook) system tailored to optimize customer order management and production workflows at JCT Industrial Graphics. This system seeks to address the inefficiencies, inaccuracies, and communication challenges associated with the current manual, paper-based processes.  
 By leveraging modern digital technologies, the E-logbook system aims to streamline operations, enhance data accuracy, improve interdepartmental collaboration, and enable real-time monitoring of orders and production activities. Ultimately, this study aspires to contribute to the overall operational efficiency of JCT Industrial Graphics, enhance customer satisfaction, and position the company for sustainable growth in a competitive industrial environment.