A Project Report On

MARUTI SUZUKI INDIA LIMITED

Submitted in partial fulfillment of the requirement for the award of the degree

Bachelor of Computer Application
BCA

Academic Year 2024 – 25

Dharaba
zala
- 92300527227

Internal Guide
Riddhi Joshi

Project Introduction: Maruti Suzuki Web Portal

Overview

Maruti Suzuki, India's leading automobile manufacturer, is embarking on an ambitious project to revamp its digital presence. The new Maruti Suzuki web portal aims to provide an enriched, user-friendly experience for customers, stakeholders, and enthusiasts. This project will harness cutting-edge web technologies to deliver a seamless, interactive, and informative online platform.

Objectives

1. **Enhance User Experience**: Create a responsive, intuitive, and visually appealing interface that simplifies navigation and improves user engagement.

2. **Comprehensive Vehicle Information**: Offer detailed insights into the full range of Maruti Suzuki vehicles, including specifications, features, pricing, and comparison tools.

3. **Interactive Tools**: Integrate tools such as a vehicle configurator, financing calculator, and dealer locator to assist customers in making informed decisions.

4. **Customer Support**: Implement robust support features including chatbots, FAQs, service booking, and customer feedback mechanisms.

5. **Integration with Services**: Seamlessly integrate with Maruti Suzuki's existing services like NEXA, True

Value, and Maruti Suzuki Service for a cohesive brand experience.

6. **Personalization**: Utilize data analytics to provide personalized recommendations and content based on user behavior and preferences.

Key Features

- **Responsive Design**: Ensure optimal viewing and interaction experience across all devices – desktops, tablets, and mobiles.
- **Rich Content**: High-quality images, videos, and detailed content about Maruti Suzuki's products and services.
- **E-Commerce Integration**: Facilitate online bookings, purchases, and payments through a secure and user-friendly e-commerce setup.
- **Advanced Search and Filter Options**: Allow users to easily find specific vehicles, services, or information through advanced search and filter capabilities.

Conclusion

The Maruti Suzuki web portal project is a significant step towards enhancing digital interaction and providing a superior online experience for all users. By leveraging modern web technologies and focusing on user-centric design, Maruti Suzuki aims to set a new benchmark in the automotive industry's digital landscape.

SOFTWARE REQUIREMENT SPECIFICATION

1. Product Perspective

The Maruti Suzuki web portal is a standalone product but will integrate with existing Maruti Suzuki services like NEXA, True Value, and Maruti Suzuki Service. The system architecture will be modular, enabling easy updates and scalability.

2. Product Functions

- Display detailed vehicle information and specifications.
- Provide interactive tools like vehicle configurator and financing calculator.
- Offer customer support features such as chatbots and service booking.
- Enable user account management for personalized experience.
- Integrate with Maruti Suzuki's e-commerce system for online bookings and purchases.
- Provide advanced search and filtering capabilities.

2. User Classes and Characteristics

- **Customers**: Prospective and current vehicle owners.
- **Dealers**: Authorized Maruti Suzuki dealerships.
- **Support Staff**: Customer service representatives.
- **Administrators**: Backend system administrators and content managers.

4. Functional Requirements

- **User Registration and Login**: Users must be able to register and log in securely.
- **Vehicle Information**: The system must display detailed information about each vehicle.
- **Interactive Tools**: Users must be able to use tools like the vehicle configurator and financing calculator.
- **Customer Support**: The portal must offer chatbots, service booking, and contact forms.
- **E-Commerce**: Integration with online booking and payment systems.
- **Search and Filters**: Advanced search functionality with filtering options.

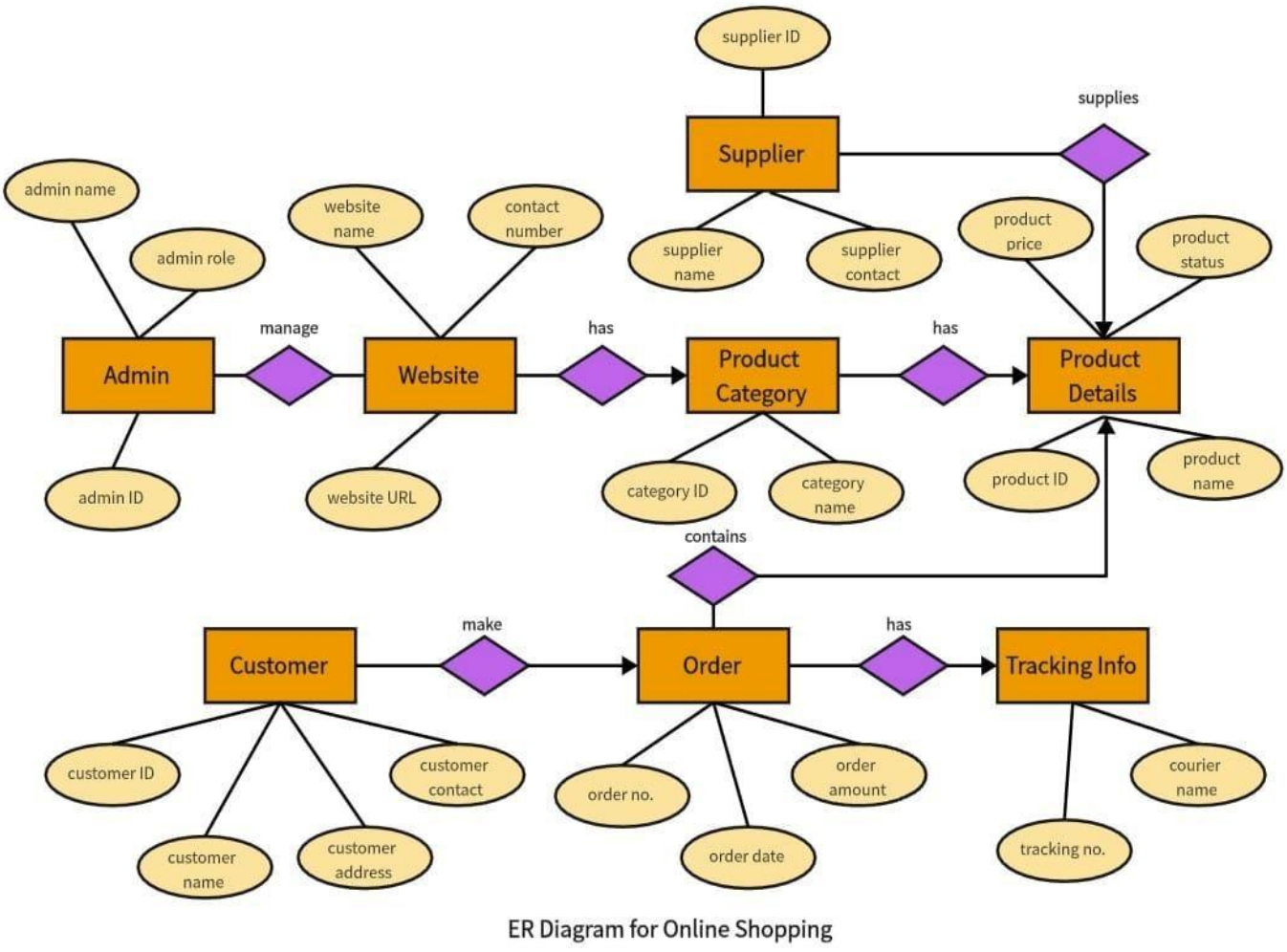
4. Non-Functional Requirements

- **Performance**: The system should load within 3 seconds for optimal user experience.
- **Scalability**: The system must handle peak loads during promotions or new vehicle launches.
- **Security**: Must follow best practices for data protection and user privacy.
- **Usability**: User-friendly interface with intuitive navigation.

<a>	Defines a hyperlink
<area>	Defines an area inside an image map
<b>	Defines bold text
<body>	Defines the document's body
 	Defines a single line break
<button>	Defines a clickable button
	Defines centered text
<dd>	Defines a description/value of a term in a description list
<del>	Defines text that has been deleted from a document
<details>	Defines additional details that the user can view or hide
	Defines a section in a document
<font>	Defines font, color, and size for text
<h1> to <h6>	Defines font, color, and size for text
<head>	Contains metadata/information for the document
<hr>	Defines a thematic change in the content
<html>	Defines the root of an HTML document
<i>	Defines a part of text in an alternate voice or mood
<img>	Defines an image
<input>	Defines an input control
<li>	Defines a list item
<link>	Defines the relationship between a document and an external resource
	Defines a section in a document
<style>	Defines style information for a document
<table>	Defines a table
<tr>	Defines a row in a table
<td>	Defines a cell in a table
<th>	Defines a header cell in a table
<title>	Defines a title for the document
<text area>	Defines a multiline input control (text area)

This are the html tags.

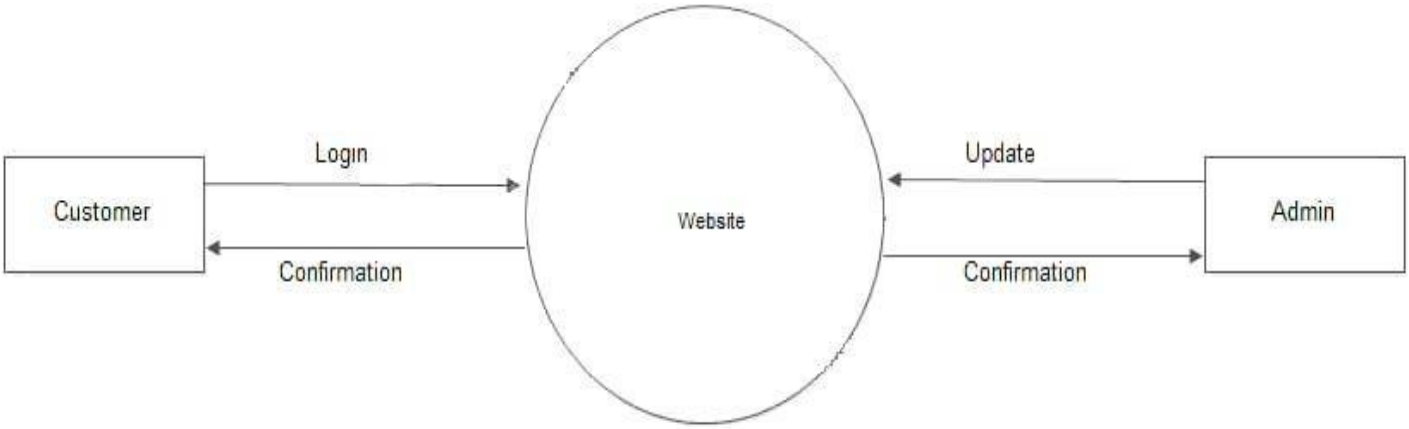
Er Diagram of this car selling web:



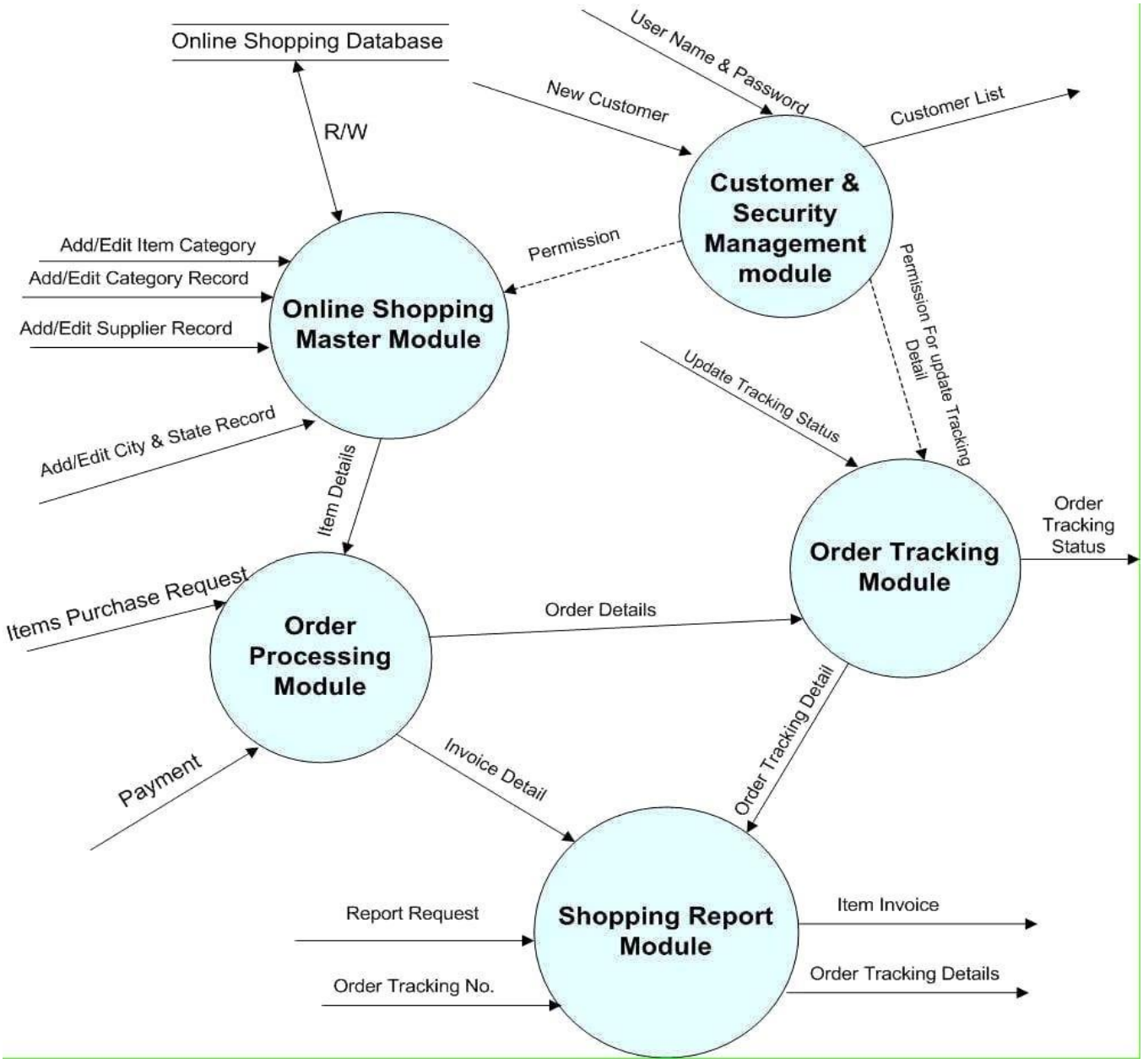
ER Diagram for Online Shopping

Data flow diagram

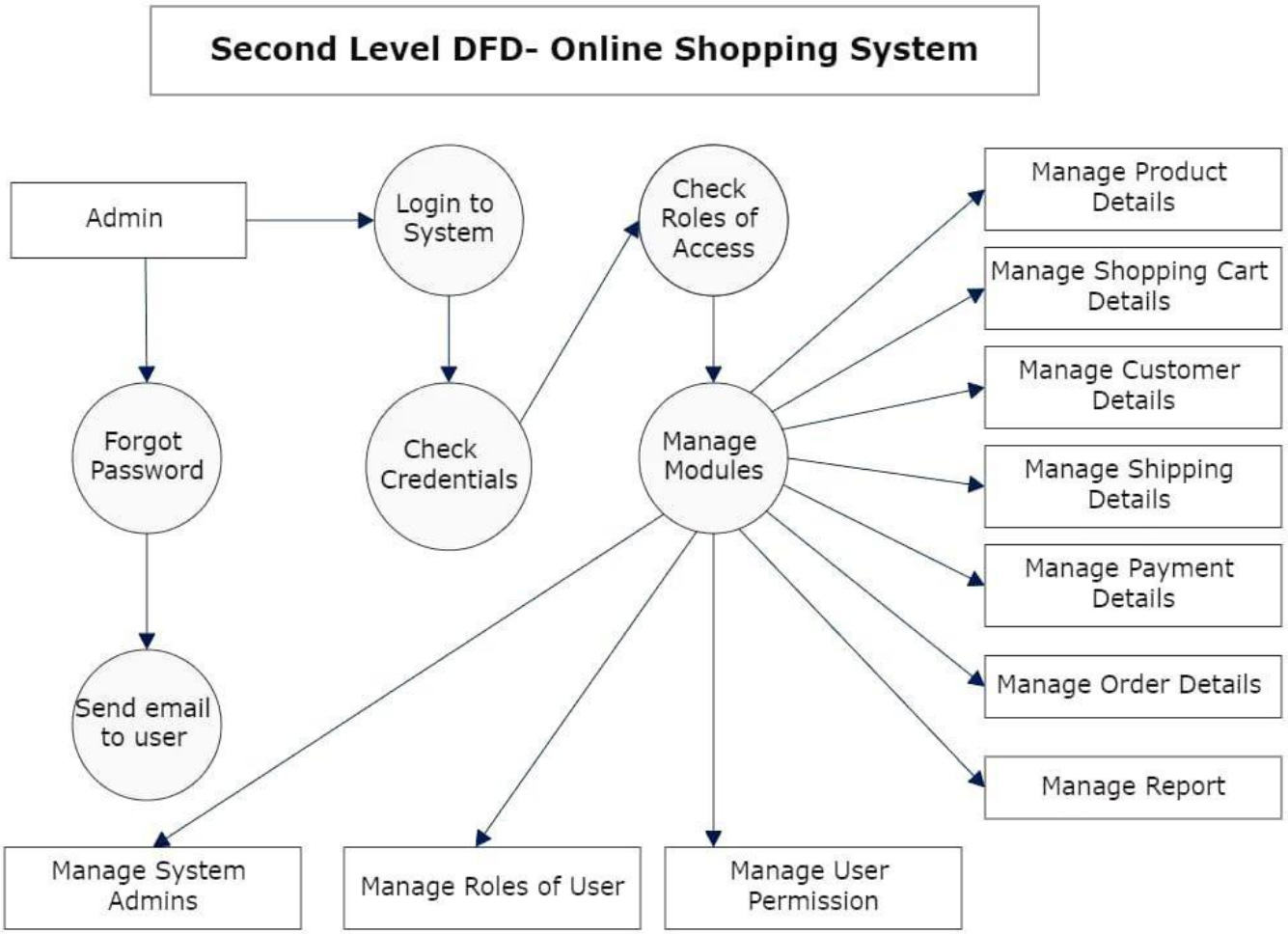
Level 0:


Customer
Login
Confirmation
Website
Update
Confirmation
Admin

Level 1:

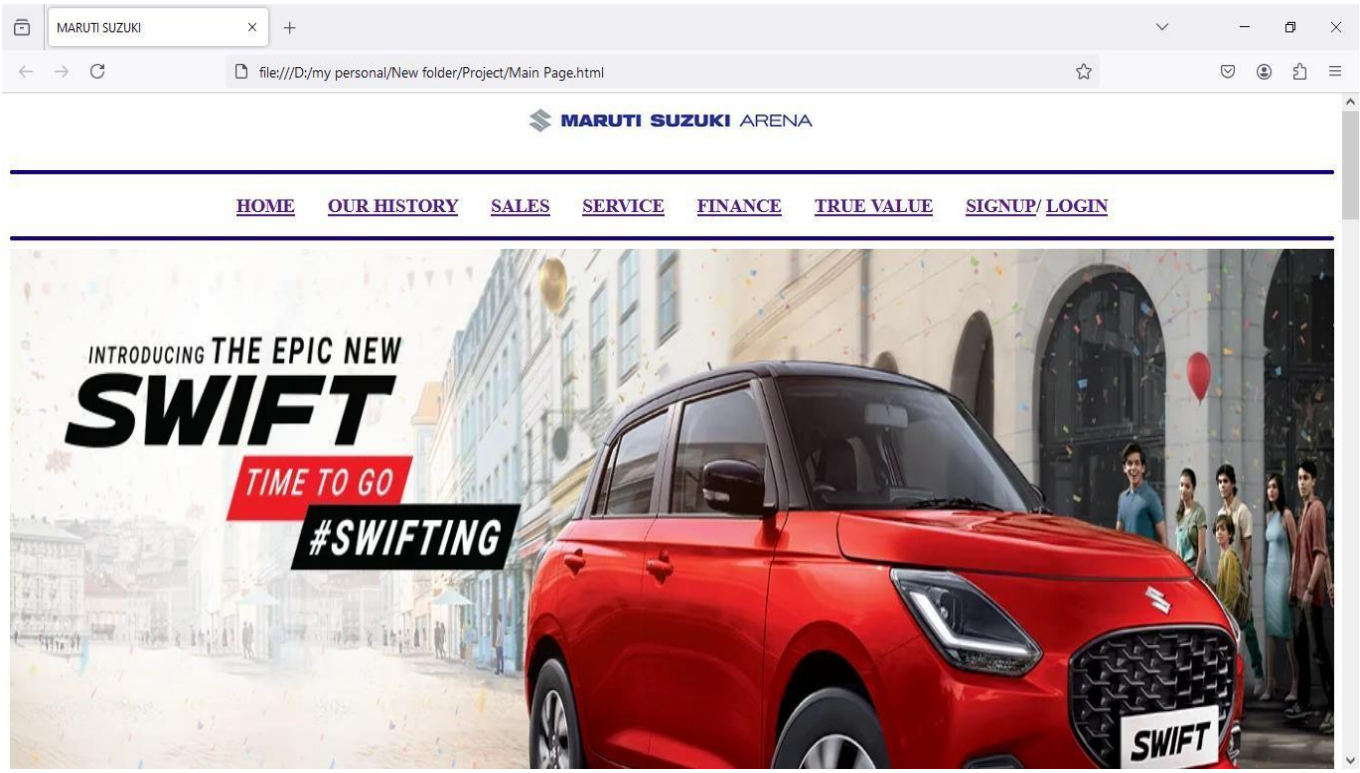

Online Shopping Database
R/W
User Name & Password
New Customer
Customer List
Customer & Security Management module
Permission
Permission For update Tracking Detail
Add/Edit Item Category
Add/Edit Category Record
Add/Edit Supplier Record
Online Shopping Master Module
Update Tracking Status
Add/Edit City & State Record
Item Details
Order Tracking Module
Order Tracking Status
Items Purchase Request
Order Processing Module
Order Details
Order Tracking Detail
Payment
Invoice Detail
Report Request
Shopping Report Module
Item Invoice
Order Tracking No.
Order Tracking Details

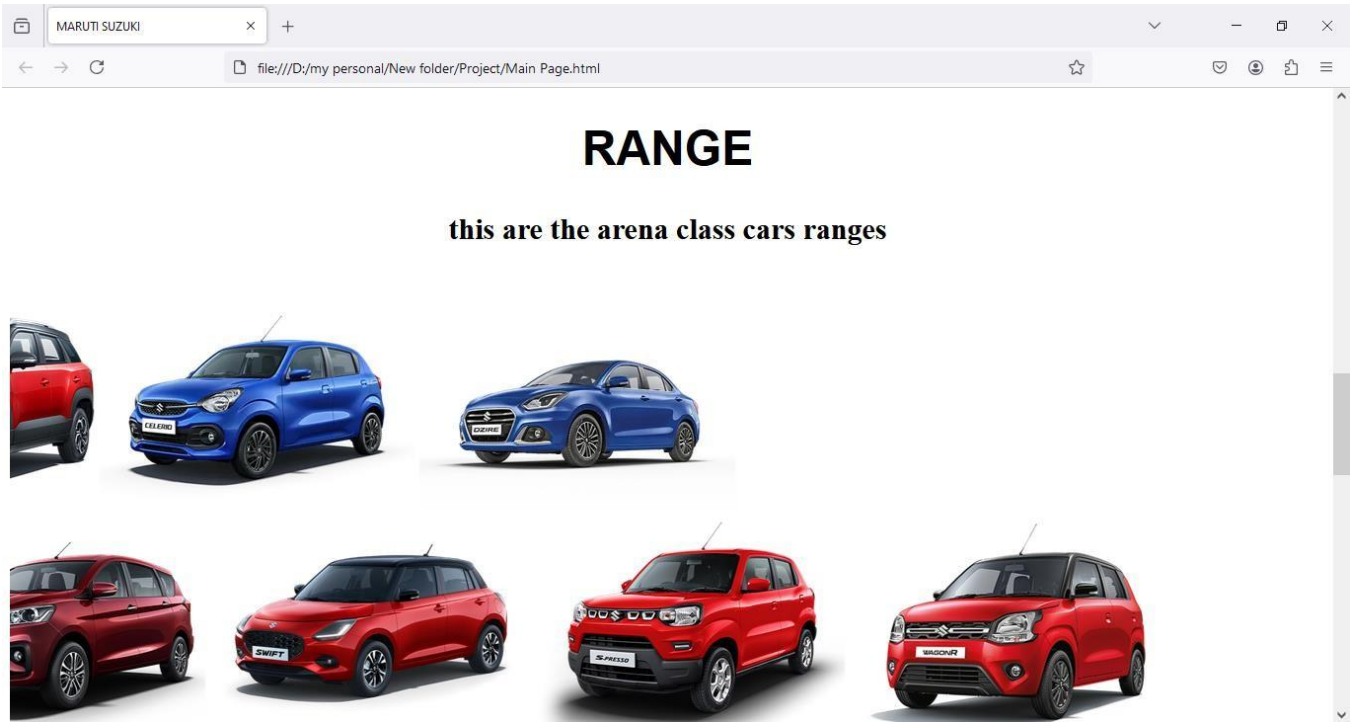
Level 2:


Second Level DFD- Online Shopping System
Admin
Login to System
Check Roles of Access
Manage Product Details
Manage Shopping Cart Details
Manage Customer Details
Manage Shipping Details
Manage Payment Details
Manage Order Details
Manage Report
Forgot Password
Check Credentials
Manage Modules
Send email to user
Manage System Admins
Manage Roles of User
Manage User Permission

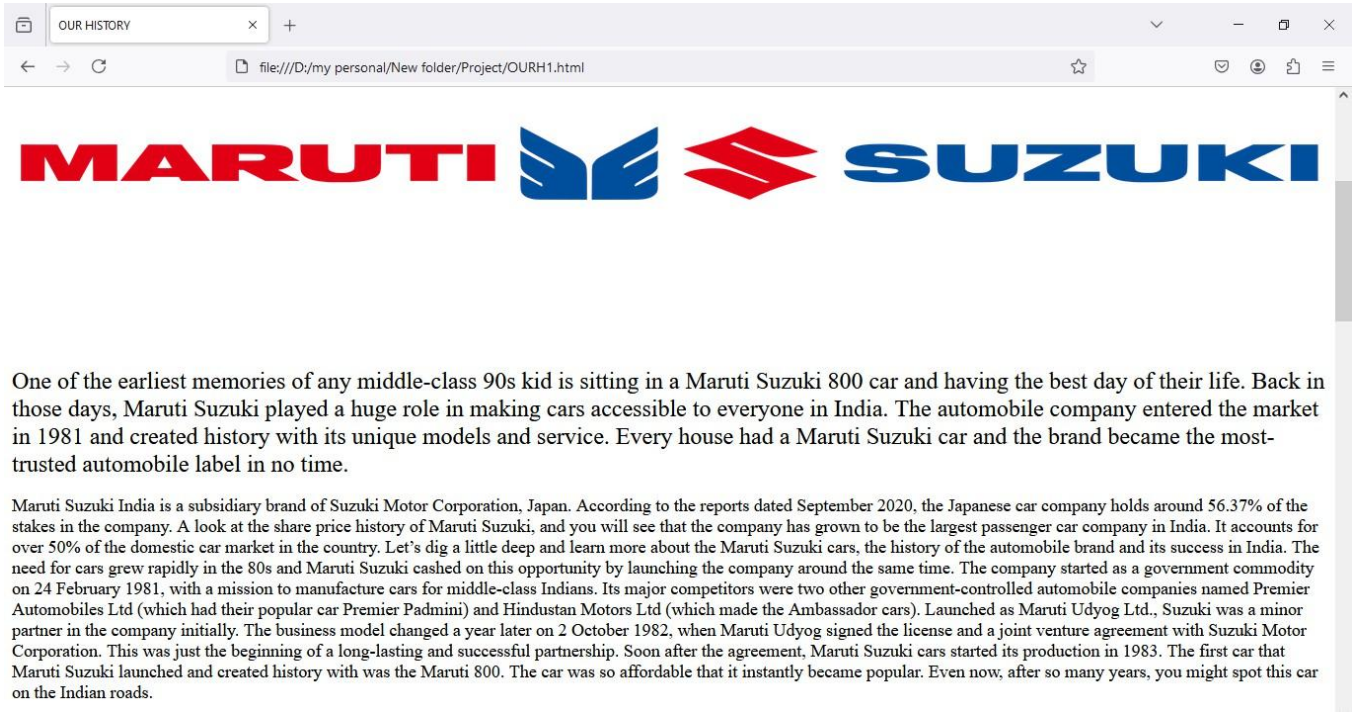
Here Are the Screen shots of maruti suzuki project web

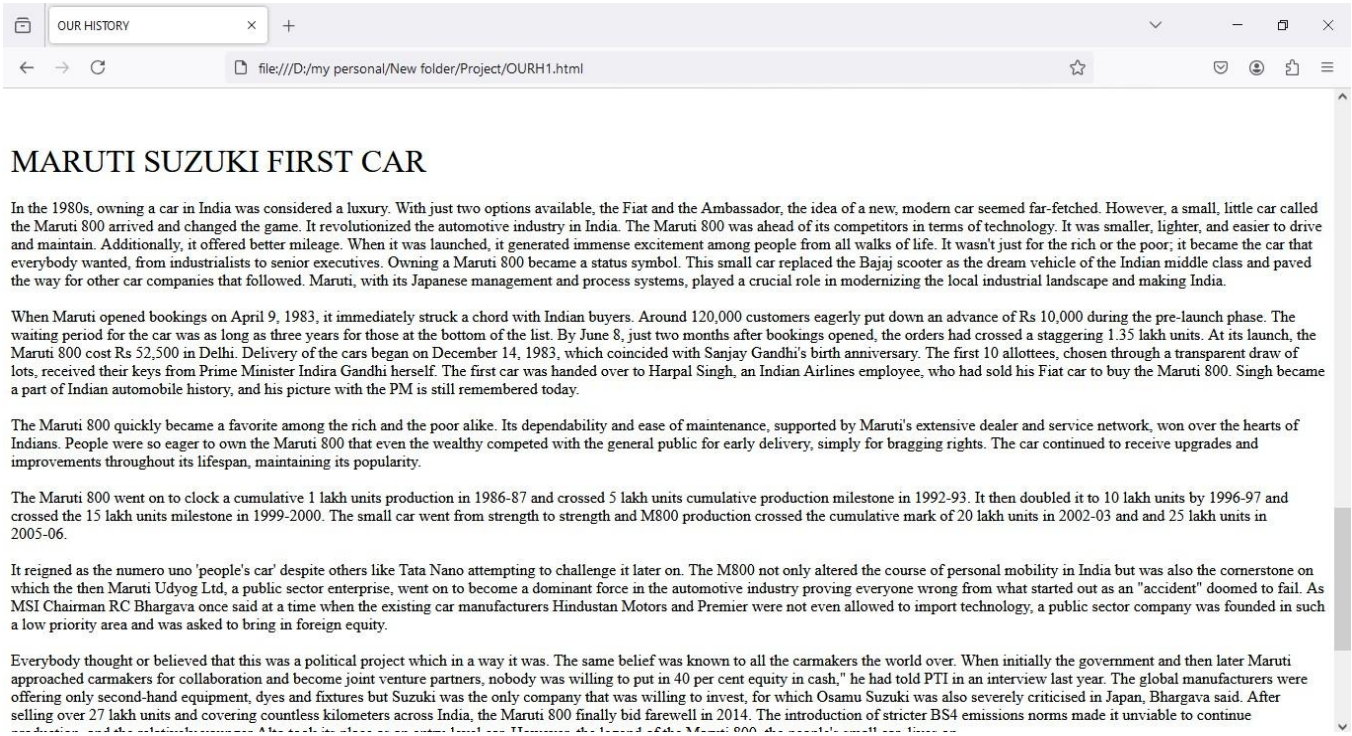
This is My home page:





When we click on our history:





MARUTI SUZUKI FIRST CAR

In the 1980s, owning a car in India was considered a luxury. With just two options available, the Fiat and the Ambassador, the idea of a new, modern car seemed far-fetched. However, a small, little car called the Maruti 800 arrived and changed the game. It revolutionized the automotive industry in India. The Maruti 800 was ahead of its competitors in terms of technology. It was smaller, lighter, and easier to drive and maintain. Additionally, it offered better mileage. When it was launched, it generated immense excitement among people from all walks of life. It wasn't just for the rich or the poor; it became the car that everybody wanted, from industrialists to senior executives. Owning a Maruti 800 became a status symbol. This small car replaced the Bajaj scooter as the dream vehicle of the Indian middle class and paved the way for other car companies that followed. Maruti, with its Japanese management and process systems, played a crucial role in modernizing the local industrial landscape and making India.

When Maruti opened bookings on April 9, 1983, it immediately struck a chord with Indian buyers. Around 120,000 customers eagerly put down an advance of Rs 10,000 during the pre-launch phase. The waiting period for the car was as long as three years for those at the bottom of the list. By June 8, just two months after bookings opened, the orders had crossed a staggering 1.35 lakh units. At its launch, the Maruti 800 cost Rs 52,500 in Delhi. Delivery of the cars began on December 14, 1983, which coincided with Sanjay Gandhi's birth anniversary. The first 10 allottees, chosen through a transparent draw of lots, received their keys from Prime Minister Indira Gandhi herself. The first car was handed over to Harpal Singh, an Indian Airlines employee, who had sold his Fiat car to buy the Maruti 800. Singh became a part of Indian automobile history, and his picture with the PM is still remembered today.

The Maruti 800 quickly became a favorite among the rich and the poor alike. Its dependability and ease of maintenance, supported by Maruti's extensive dealer and service network, won over the hearts of Indians. People were so eager to own the Maruti 800 that even the wealthy competed with the general public for early delivery, simply for bragging rights. The car continued to receive upgrades and improvements throughout its lifespan, maintaining its popularity.

The Maruti 800 went on to clock a cumulative 1 lakh units production in 1986-87 and crossed 5 lakh units cumulative production milestone in 1992-93. It then doubled it to 10 lakh units by 1996-97 and crossed the 15 lakh units milestone in 1999-2000. The small car went from strength to strength and M800 production crossed the cumulative mark of 20 lakh units in 2002-03 and and 25 lakh units in 2005-06.

It reigned as the numero uno 'people's car' despite others like Tata Nano attempting to challenge it later on. The M800 not only altered the course of personal mobility in India but was also the cornerstone on which the then Maruti Udyog Ltd, a public sector enterprise, went on to become a dominant force in the automotive industry proving everyone wrong from what started out as an "accident" doomed to fail. As MSI Chairman RC Bhargava once said at a time when the existing car manufacturers Hindustan Motors and Premier were not even allowed to import technology, a public sector company was founded in such a low priority area and was asked to bring in foreign equity.

Everybody thought or believed that this was a political project which in a way it was. The same belief was known to all the carmakers the world over. When initially the government and then later Maruti approached carmakers for collaboration and become joint venture partners, nobody was willing to put in 40 per cent equity in cash," he had told PTI in an interview last year. The global manufacturers were offering only second-hand equipment, dyes and fixtures but Suzuki was the only company that was willing to invest, for which Osamu Suzuki was also severely criticised in Japan, Bhargava said. After selling over 27 lakh units and covering countless kilometers across India, the Maruti 800 finally bid farewell in 2014. The introduction of stricter BS4 emissions norms made it unviable to continue

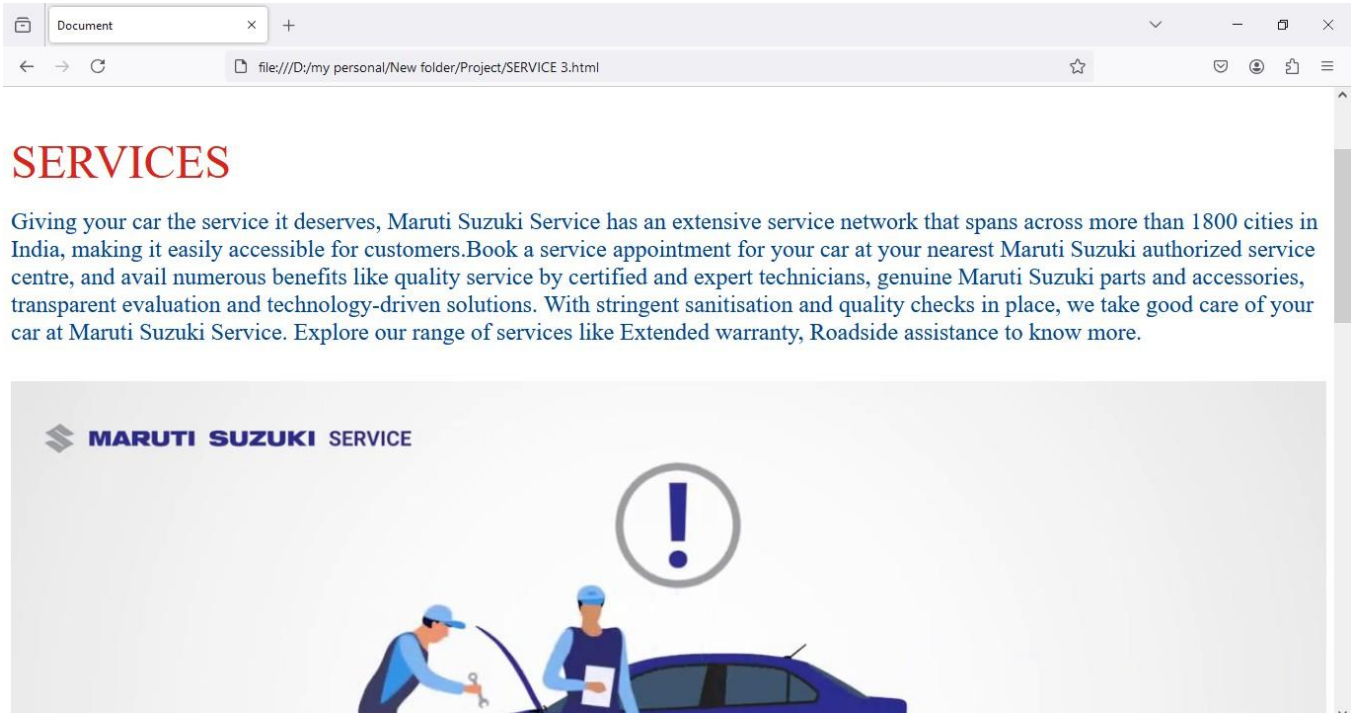
When we click on sales option:

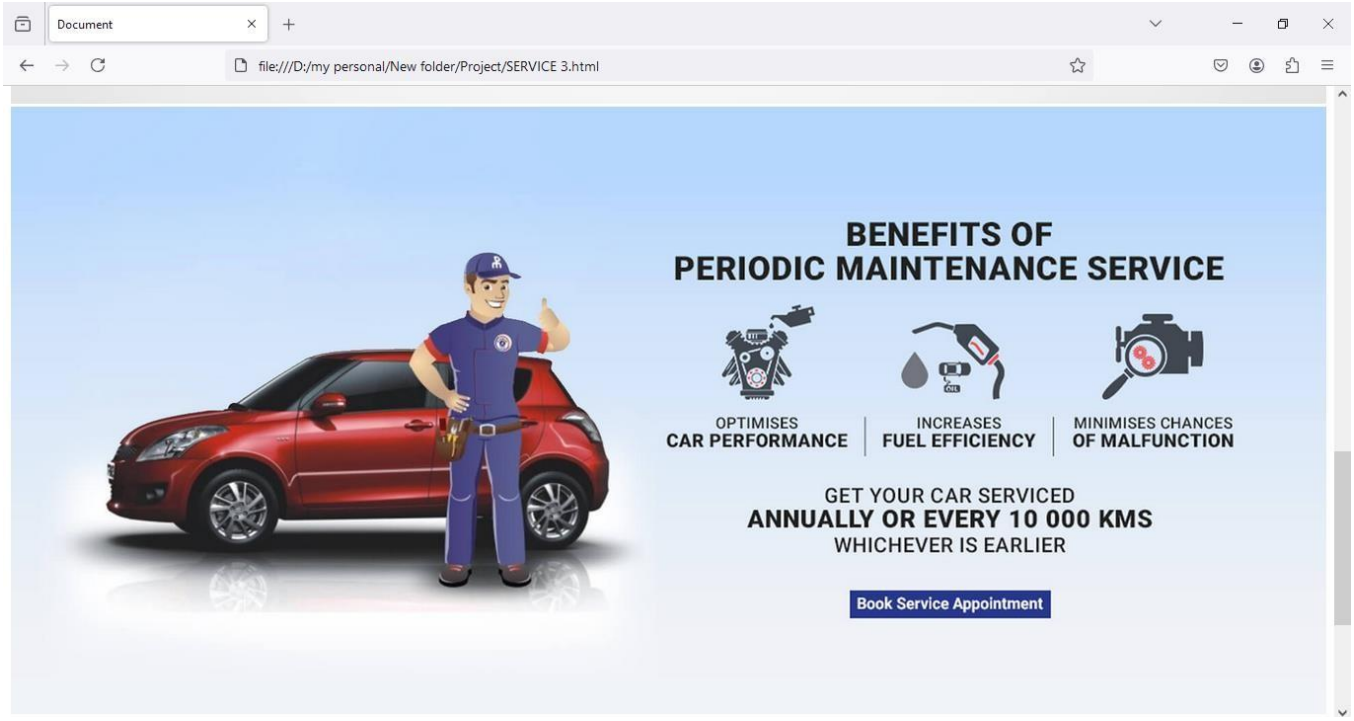
Maruti Suzuki sales in April 2024

New Delhi: In April 2024, Maruti Suzuki India Limited sold a total of 168,089 units. Total sales in the month include domestic sales of 140,448 units, sales to other OEM of 5,481 units and exports of 22,160 units. For the financial year 2023-24, the Company posted its highest ever total sales of 2,135,323 units. Total sales include highest ever domestic sales of 1,793,644 units and highest ever exports of 283,067 units. The sales figures for **April 2024** are given below:

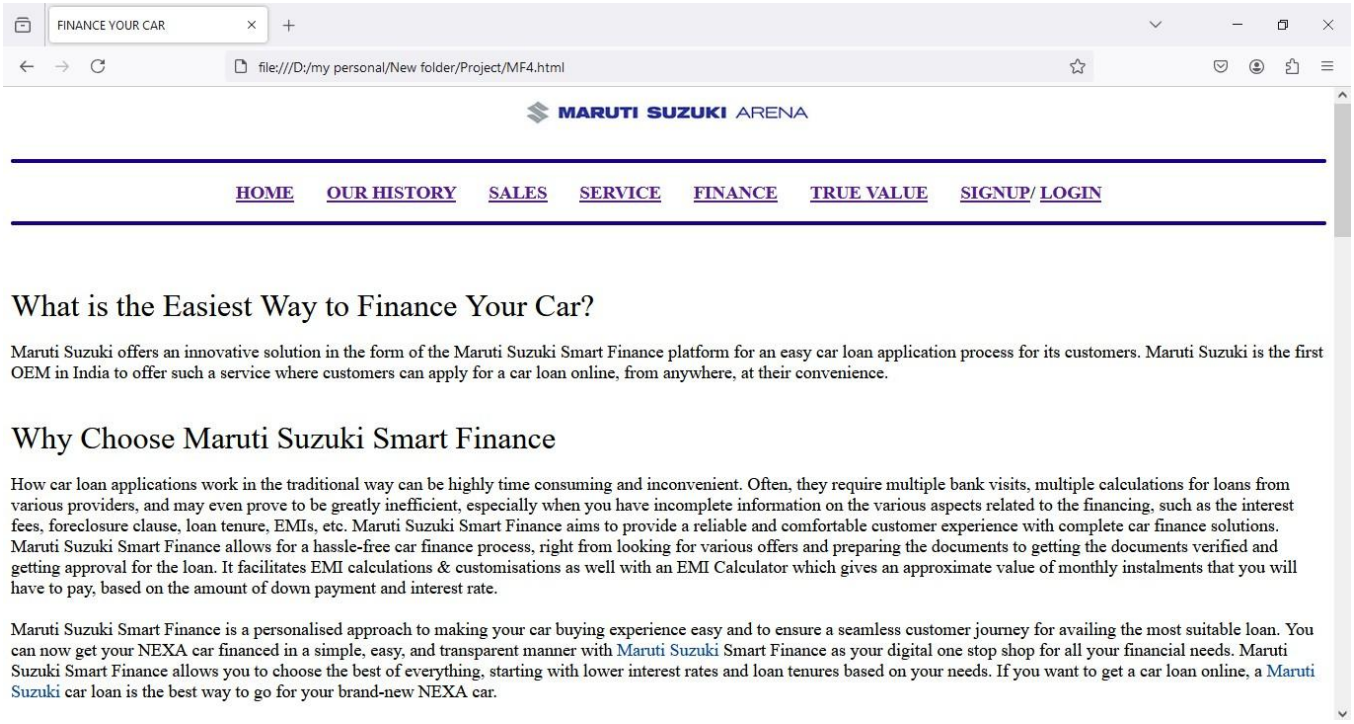
Category: Sub.segment	Models	March		April-March	
		2022	2021	2021-022	2020-21
A:Mini	Alto,S.Presso	15,491	24,653	211,762	226,159
A:Compact	Baleno,Celerio,Ozire,Ignis, Swift,Tour S,WagonR	82,314	82,201	704,881	719,647
Mini+ Compact Segment		**97,805**	**106,854**	**916,643**	**945,806**

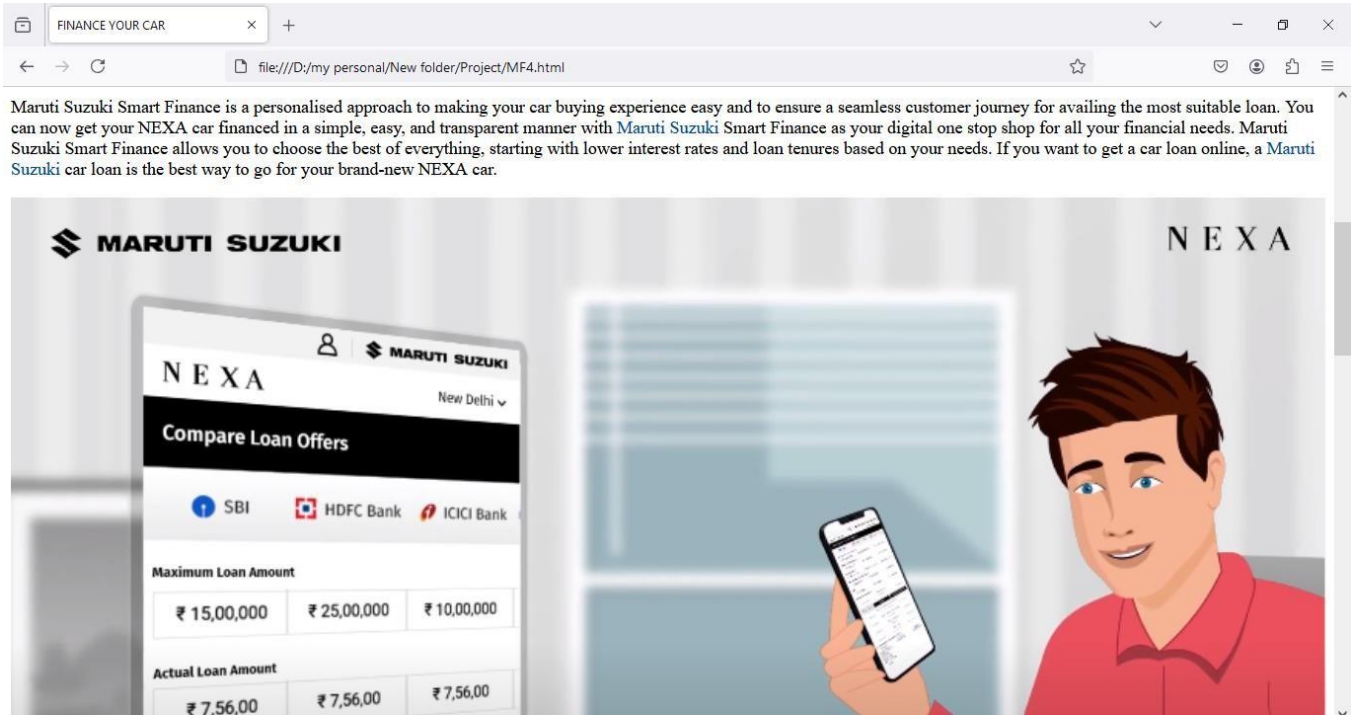
When we click on service :

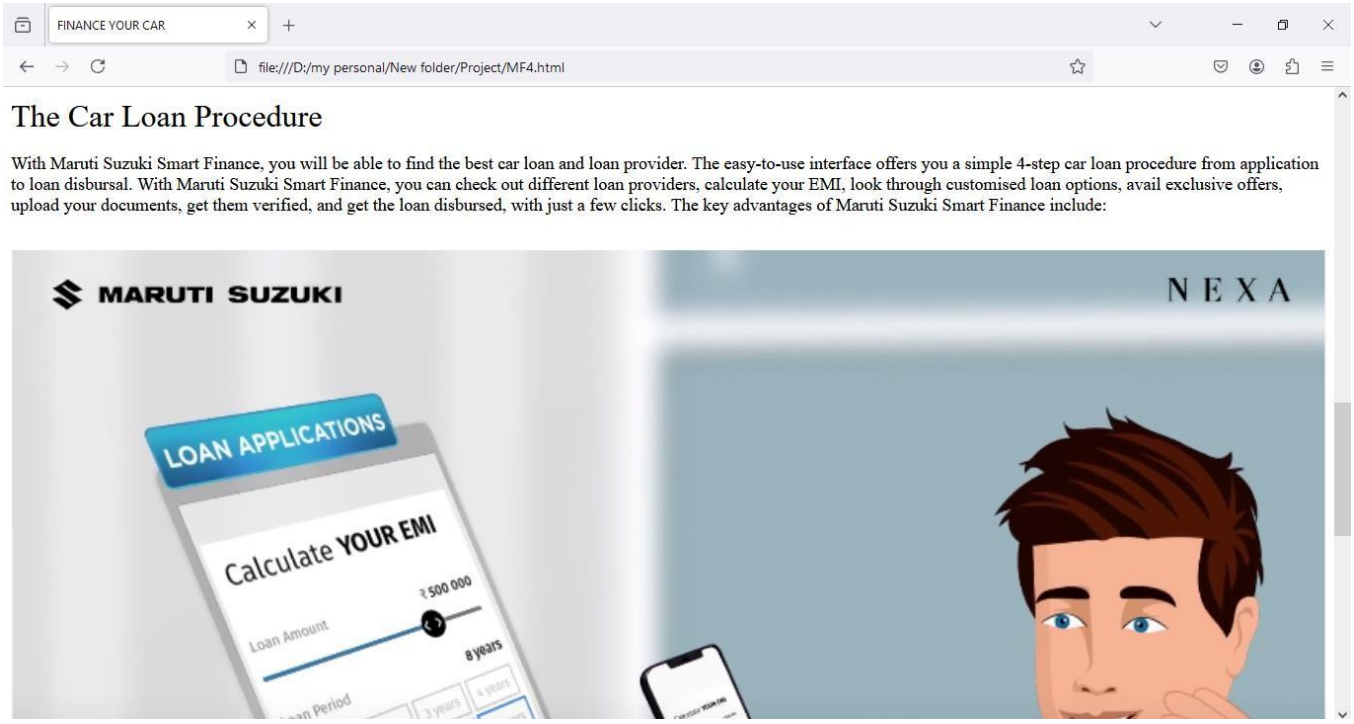




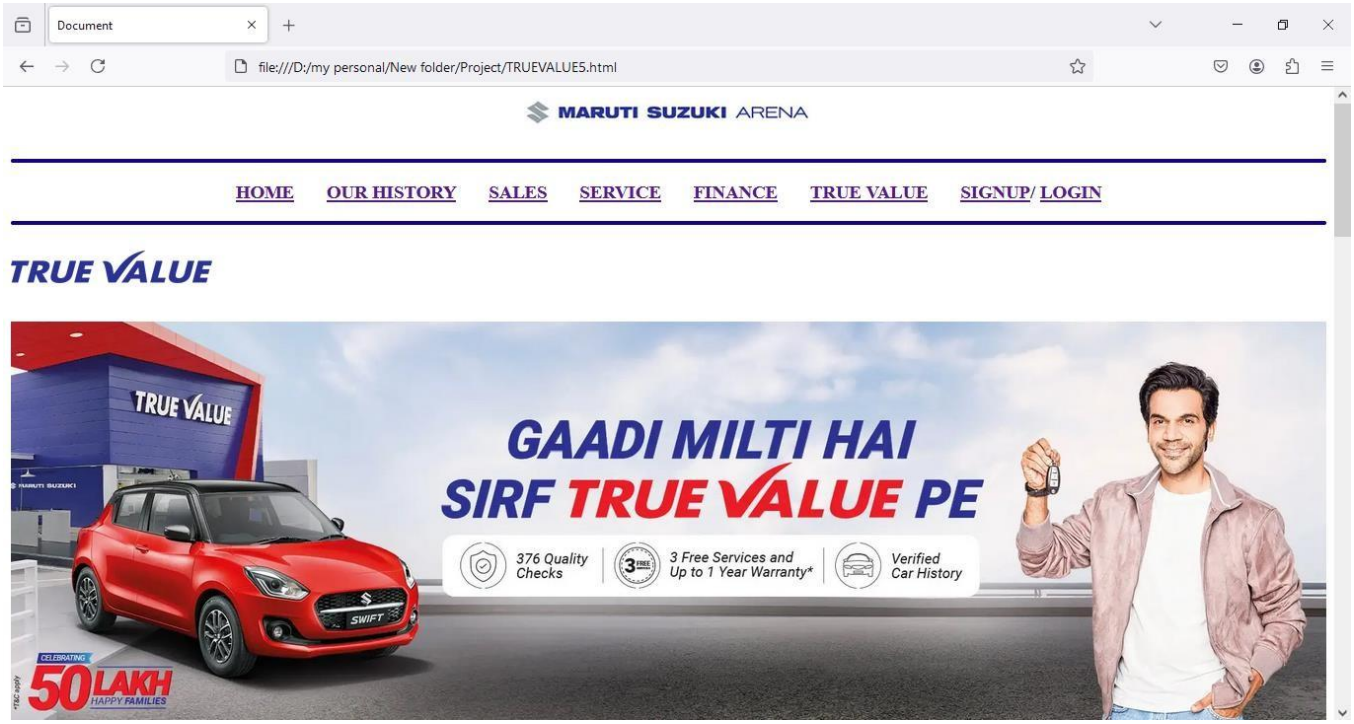
When we click on finance option:

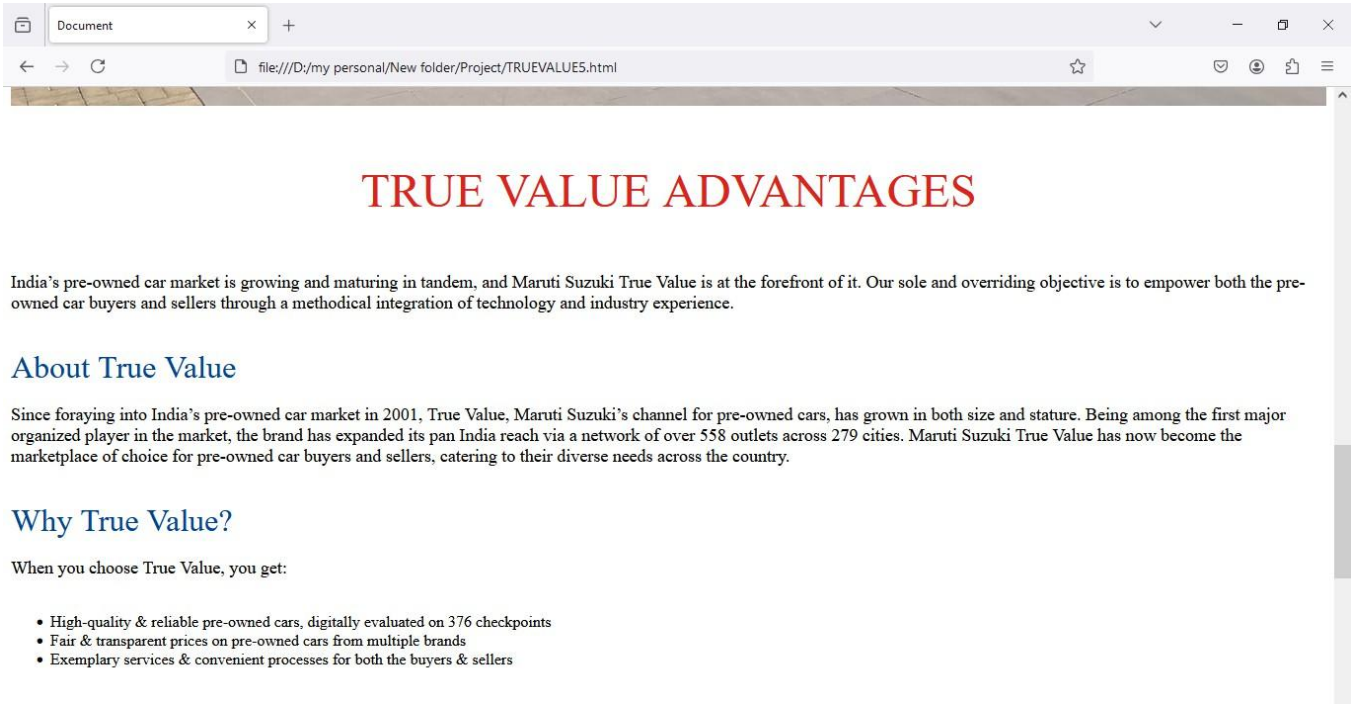




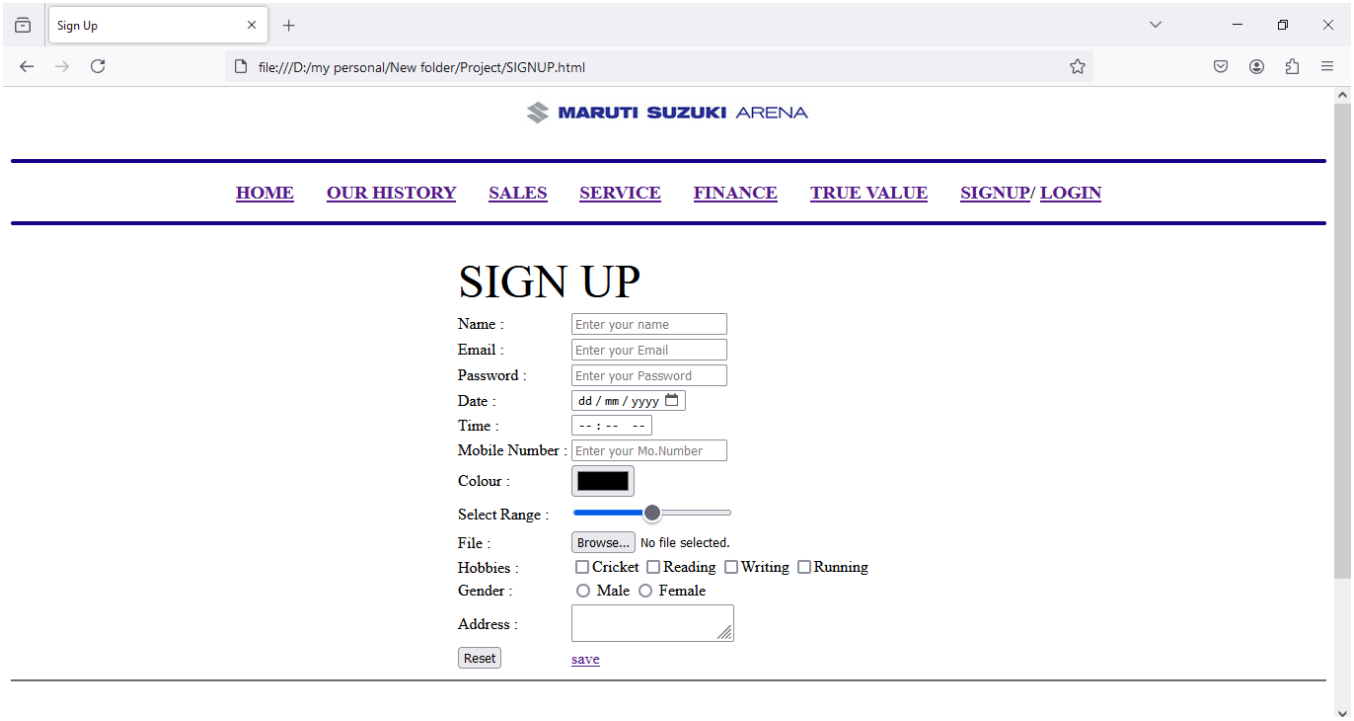


When we click on True Value option:

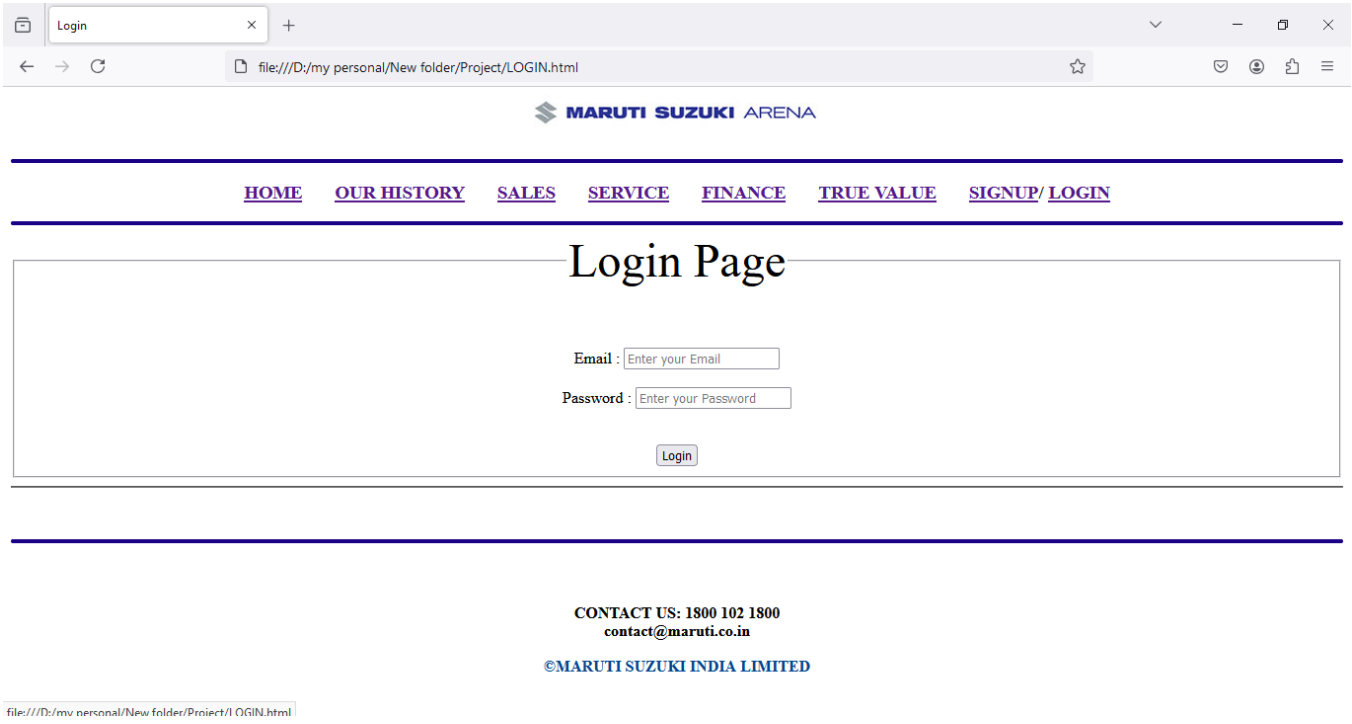


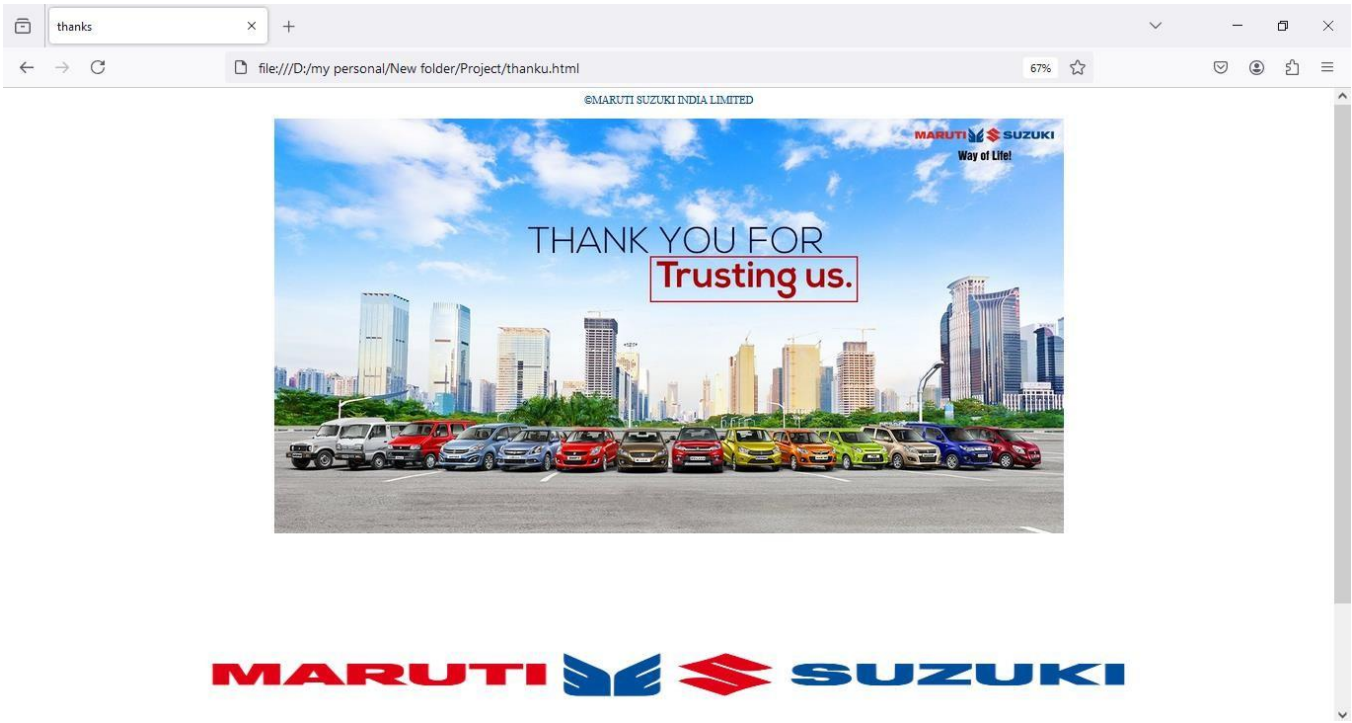


When we click on Sign up option:



When we click on login option:



When we click on save button

(Thank you page):