GRAB REPORT SYSTEM

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WHAT IS GRAB REPORT SYSTEM?

grab report system collects, manages, and presents data to support decision-making and performance tracking.

PROBLEM & CONSTRAINT

The app provides 3 services in one application. As said many options come with many problems and This year, the company received a P10-million penalty as imposed by the Land Transportation Franchising and Regulatory Board (LTFRB) for overcharging its customers. The LTFRB revealed in a document that Grab must reimburse its passengers for the P2-per-minute travel charge through rebates.

Another controversy hounding the company was a message from a Grab partner-driver that asked a passenger double his fare. Last April, Grab Philippines punished nearly 500 drivers after an internal investigation on complaints that drivers inexcusably cancel passengers' ride bookings.

SYSTEM OBJECTIVES

In response to the growing need for streamlined feedback and customer reporting processes, we propose the development of a comprehensive system for Grab. This system will incorporate advanced features to enhance data collection, analysis, and dissemination, ultimately improving Grab's ability to respond effectively to customer feedback and insights.

- **Feedback or Customer Report Submission:**

Users, including customers and internal stakeholders, will have a seamless platform to submit feedback and detailed customer reports. This system will support various formats such as text, images, and ratings, ensuring comprehensive and structured data collection.

- **Dashboard for Summary of Customer Reports:**

A centralized dashboard will be developed to provide a real-time summary of customer reports. This dashboard will feature customizable metrics and visualizations, allowing Grab's management and relevant teams to quickly grasp trends, issues, and opportunities from the feedback received.

- **Automated Reports Handling:**

The system will automate the processing and analysis of customer reports. Utilizing machine learning and natural language processing (NLP) technologies, it will categorize and prioritize feedback based on sentiment, urgency, and relevance. This automation will significantly reduce manual effort and accelerate response times.

- **Email Notification System:**

To ensure timely action and accountability, the system will include an email notification feature. This feature will notify designated recipients within Grab whenever new customer reports are submitted or when specific thresholds or conditions are met, ensuring prompt attention and follow-up.

SCOPE OF THE STUDY

Aims to enhance customer satisfaction and operational efficacy by developing a mechanism for reports and consumer feedback for Grab. Real-time dashboard summaries, automatic client report management, and email notifications for timely action are all part of it. Resolving specific issues with Grab's service structure, such as worries about overcharging and driver misconduct.

BOUNDARIES

According to its limitations, the research can only be utilized during the testing and implementation stages, guaranteeing its practicality as well as efficiency within Grab's operational framework. The objective is to offer a complete solution that enhances overall service quality and is compliant with Grab's regulatory requirements.

THANK YOU