



TUNKU ABDUL RAHMAN UNIVERSITY OF MANAGEMENT AND TECHNOLOGY

FACULTY OF COMPUTING AND INFORMATION TECHNOLOGY

YEAR 3 SEMESTER 2

BJEL2013 ENGLISH FOR CAREER PREPARATION

PROPOSAL WRITING

Topic: Smart Workshop Management Software System

Prepared by

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Criteria	Marks
Format (5)	

Content (35)	
Introduction	
Background	
Plan	
Schedule	
Staffing	
Budget	
Authorisation	
Language & Vocabulary (60)	
TOTAL (100)	

Programme: Bachelor of Information Technology (Honours) in Software Systems Development

Prepared for: Ng Jhun Hou/ Liew Zi Li/ Lim Jun Wei/ Sia Keng Loon

Proposal Submission Date:

Introduction

We are pleased to submit our proposal to offer a **software system** which delivers a **comprehensive digital solution** to ease your **customer and admin modules** for your prestigious car services company like **Bengkel Anda Automobil Sdn. Bhd. (Wangsa Maju)**. We are delighted to have this opportunity after being personally invited by **Datuk JH Rozman Jaafar, Chief Operating Officer of Perodua**, whose company's business nature aligns closely with our system. We have been in this industry for **over 10 years**, and we have successfully delivered to luxury car companies including **Mercedes, BMW, and Porsche**. Besides that, we are the **only company in Malaysia** offering this **specialised software** to foreign car businesses, giving us a **unique advantage**. Our system can also **automatically assign staff**, use **AI features** for smarter scheduling and management, and **customize the system** to fit specific business needs. In this proposal, we are including our **plan, schedule, staffing, budget, and authorisation**.

Backgrounds

We understand that your company is facing challenges in **managing bookings, coordinating mechanics**, and **handling payments** due to the lack of a **unified digital system**, which affects **efficiency** and **customer satisfaction**. We also recognize your commitment to delivering **high-quality car services**. We are ready to support your operations by **streamlining service arrangements, improving staff coordination**, and ensuring a more **organized scheduling process**. Our **Smart Workshop Management Software** simplifies and **digitizes maintenance operations** to improve **customer experience** and **overall efficiency**. It includes **customer and admin modules**, allowing customers to **schedule appointments** and **make payments**, while enabling administrators to **manage vehicles, assign jobs, handle deliveries, track inventory**, and oversee **daily operations**. By digitalising key processes, workshops can **reduce manual workload by up to 40%**, **minimise errors by 30%**, and **speed up coordination by 35%**. These improvements typically raise **customer satisfaction by 25% or more** through faster and more reliable service. We seek approval to implement a **complete Smart Workshop Management System** that will enhance **Perodua's productivity, service quality, and competitiveness** in the Malaysian automotive industry.

Plan

In order to set up our plan for your company, we propose the following plan:

Phase 1: Analysis and Prototyping

Our team will begin **with an in-depth analysis phase, conducting** workshops with **your** key staff, including **managers, mechanics, and administrators**. This **allows us to fully understand** your exact needs, current **operational problems**, and **specific requirements**. Based on this discovery, we will build an interactive prototype, which is a visual model of the software. You will be able to **test and approve** this **prototype, ensuring the final software is tailor-made** for your specific workflow. This **approach avoids costly changes later** in the development process because you will have approved the design first.

Phase 2: Full System Development

Following your approval of the prototype, we will enter the main 6-month development phase. To ensure flexibility and transparency, we apply the **Agile Development Model**. Instead of building the entire system in one "black box" session, we break the work into 2-week iterations called "Sprints," where we review progress with you at the end of each cycle. During these sprints, our engineers will build the two core components of the system. First, the easy-to-use **Customer App** that allows your clients to make appointments, view services, and handle payments. Second, the powerful **Admin Portal** for your staff to efficiently manage work schedules, track inventory, and generate invoices. This integrated agile approach allows us to adapt to feedback instantly throughout the process rather than waiting until the end, ensuring the final platform perfectly fits your team's needs.

Phase 3: Testing and Quality Assurance

Once development is complete, our dedicated **quality assurance team** will **spend 4 weeks** rigorously testing the entire system. This process is designed to **find and fix** any **bugs, errors, or security vulnerabilities**. We will test every aspect, from core functionality to ease of use, to ensure the software is perfect. This guarantees that the system will be stable, secure, and **reliable from day one**, allowing for a smooth and professional launch to your staff and customers.

Phase 4: Launch, Training, and Support

After the system passes all tests, this phase is **strategically broken up into 2 parts** within the project schedule. First, we will deploy the system to your live workplace (**Go-Live**) and provide **complete, hands-on training** for all your staff, fully customized to their specific roles. Next, during the **Initial Support** period, our team will deliver **high-priority assistance** to resolve any immediate issues that may arise after launch. Following these two steps, we will transition to the agreed-upon **long-term maintenance plan**. This structured approach ensures your team can use the new tool confidently from day one, guaranteeing a smooth transition and supporting the long-term success of the project.

Phase 5: Feedback and Review

After the system is running stably, we initiate a phase aimed at **continuous improvement** and **long-term value creation**. We will **proactively** gather user feedback and analyze system data to identify optimization opportunities and plan future features. First, around the 30-day post-launch mark, we will collect **structured feedback** on usability and experience from your staff and customers through targeted surveys and built-in feedback channels. Subsequently, around the 60-day mark, we will conduct a **strategic review meeting** with your management to analyze system performance data and user suggestions, **collaboratively** developing a **prioritized roadmap** encompassing quick wins and future feature enhancements. This **closed-loop process** ensures your software **continuously evolves** with your business needs, remaining a powerful tool that drives your business efficiency and growth.

Schedule

1.	Phase 1: Discovery & Requirement Analysis	03/01/2026 - 23/01/2026
2.	Phase 1: System Design & Prototyping	24/01/2026 - 28/02/2026
3.	Phase 2: System Development	01/03/2026 - 31/08/2026
4.	Phase 3: Integration & QA Testing	01/09/2026 - 30/9/2026
5.	Phase 4: Deployment & Staff Training	01/10/2026 - 31/10/2026
6.	Phase 4: System Go Live & Initial Support	01/11/2026 - 30/11/2026
7.	Phase 5: Feedback & Review	01/12/2026 - 31/01/2027

Staffing

Our company has over **10 years of experience** in developing **Smart Workshop Management Software Systems** and digital solutions for the **automotive industry**. We have collaborated with well-known car brands such as **Mercedes-Benz, BMW, Audi**, and others. With strong expertise in **digitising workshop processes**, we are among the few companies in Malaysia, including **Auto Bavaria** and **Sime Darby Auto Selection**, capable of offering a complete **end-to-end solution** for both local and international clients. Our achievements include multiple industry recognitions such as the **Malaysia Digital Innovation Award 2022** and the **Automotive IT Excellence Award 2023**. For this project, we have a skilled team experienced in **software development, system integration, and automotive service management** to ensure seamless system delivery.

The project will be led by **Mr. Lim**, our **Senior Project Manager** with over **12 years of experience** in large-scale automotive software projects. He has overseen digital transformation initiatives including **customer booking systems** for Auto Bavaria, **mechanic scheduling modules** for Sime Darby Auto Selection, and **automated billing systems** for Mercedes-Benz and BMW. His leadership ensures **timely delivery, budget control, and high-quality standards**.

Mr. Lim will be supported by two teams with a total of **10 members**.

The **Software Development Team** (4 members): **Sia Keng Loon, Ahmad Faris, Lim Wei Jie, and Nur Aisyah** consisting of **system analysts, backend developers, and frontend/UI designers** responsible for workflow analysis, system requirements, backend modules, and user-friendly interfaces.

The **Technical Implementation & Support Team** (4 members): **Liew Zi Li and Ng Jhun Hou** comprising **QA testers, technical support staff, and database system administrators** who handle testing, staff training, data security, system performance, and overall stability. All members have strong experience.

Budget

Item	Quantity	Rate (RM)	Total (RM)
System Design & UI/UX Prototyping	1 package	6,000	6,000
Customer Mobile App Development	1 module	25,000	25,000
Admin Management System Development	1 module	28,000	28,000
Payment Integration (E-wallet, FPX, Card)	1 module	8,000	8,000
Testing & Quality Assurance	2 cycles	6,000	12,000
Deployment & System Setup	1 session	4,000	4,000
Staff Training & Onboarding	1 session	3,000	3,000
Total Project Cost			86,000

Authorisation

We sincerely believe that our Smart Workshop Management Software System will meet your operational requirements by **reducing the customer support manpower at maximum 30%**. Meanwhile, we are confident that it will significantly **improve the efficiency of your company's overall service workflow** while **reducing the operational cost as much as 40%**. In addition, the system can also support higher service volume which can potentially **increase the service bookings and overall revenue by approximately 20%**. To express our confidence, we will provide a **full after-sales support** which includes the future software customization whenever required. If you accept our proposal, kindly **sign the duplicate copy of this proposal and return it to us before 24 November 2025** so that we may proceed to the next phase of the project.

Appendices

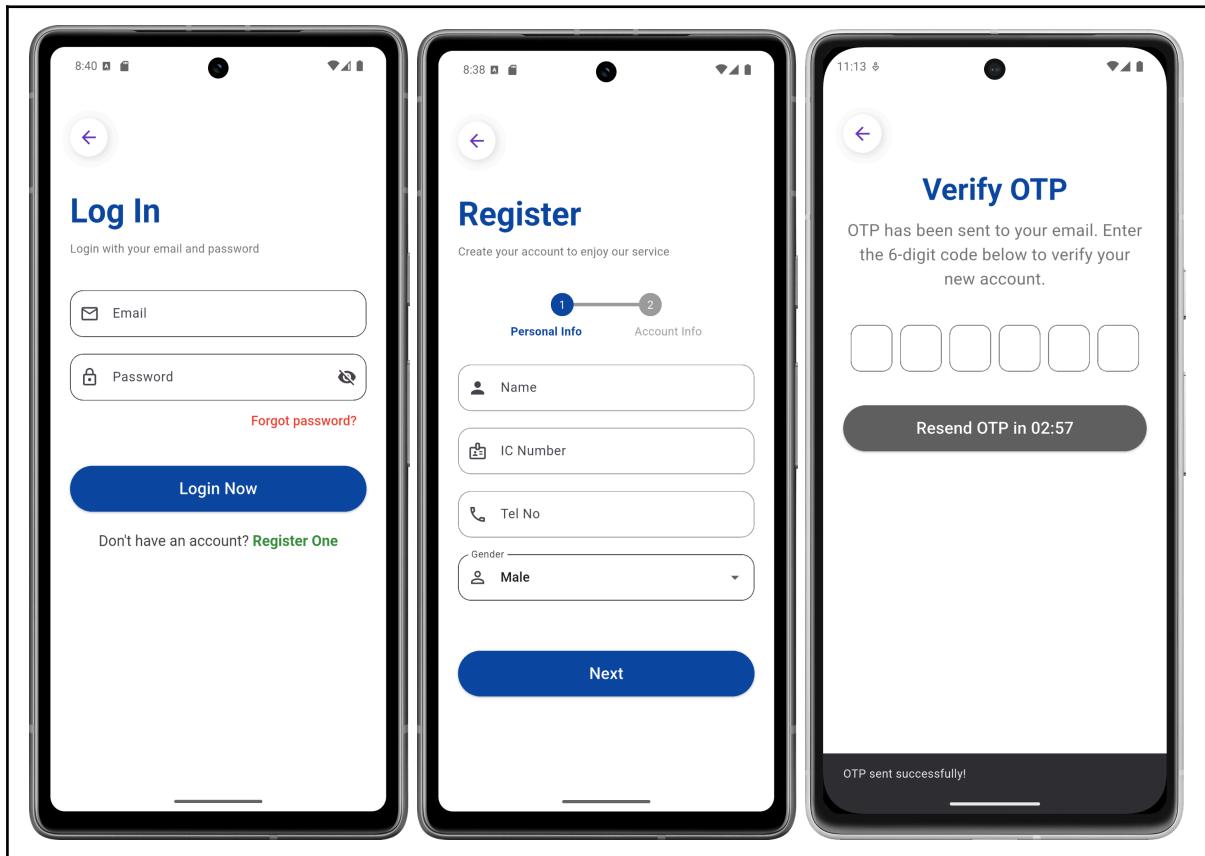


Figure 1.1: Smart Workshop Management System - Login & Register View

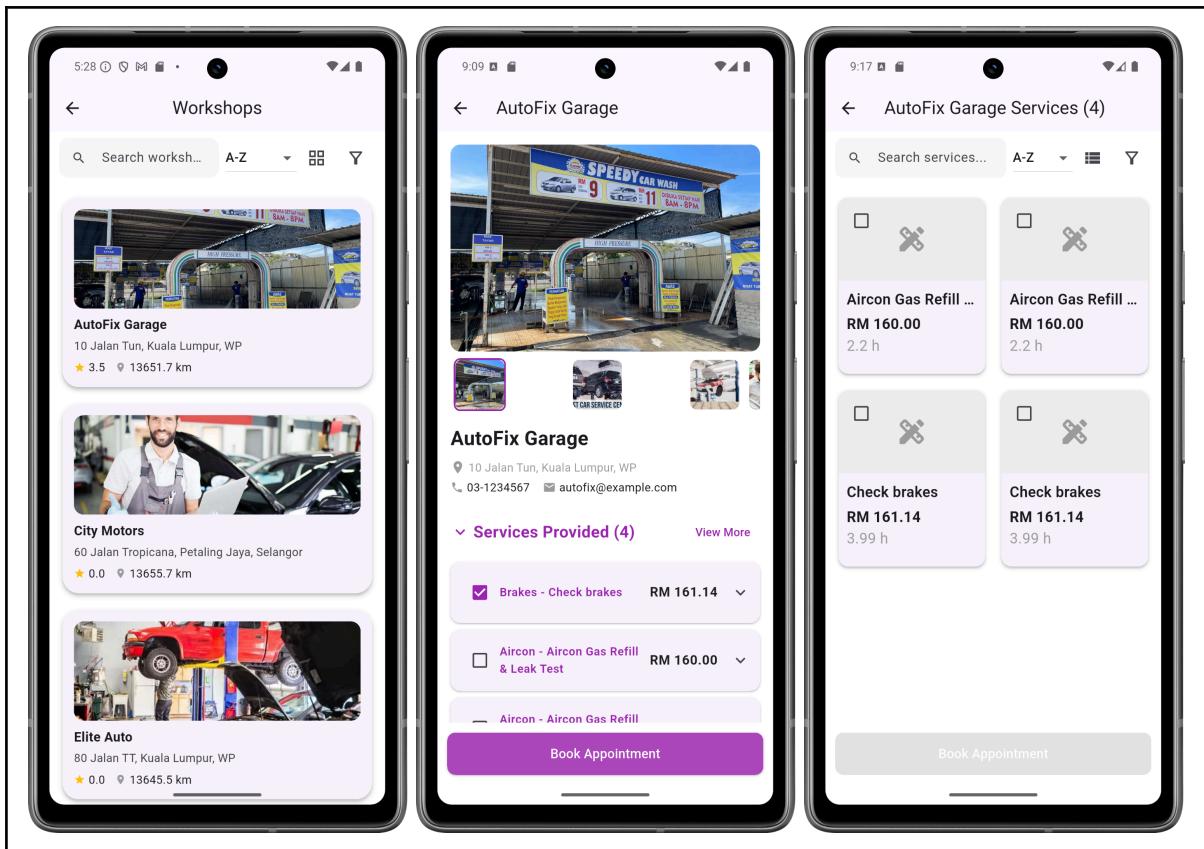


Figure 1.2: Smart Workshop Management System - Car Service Centres & Services View

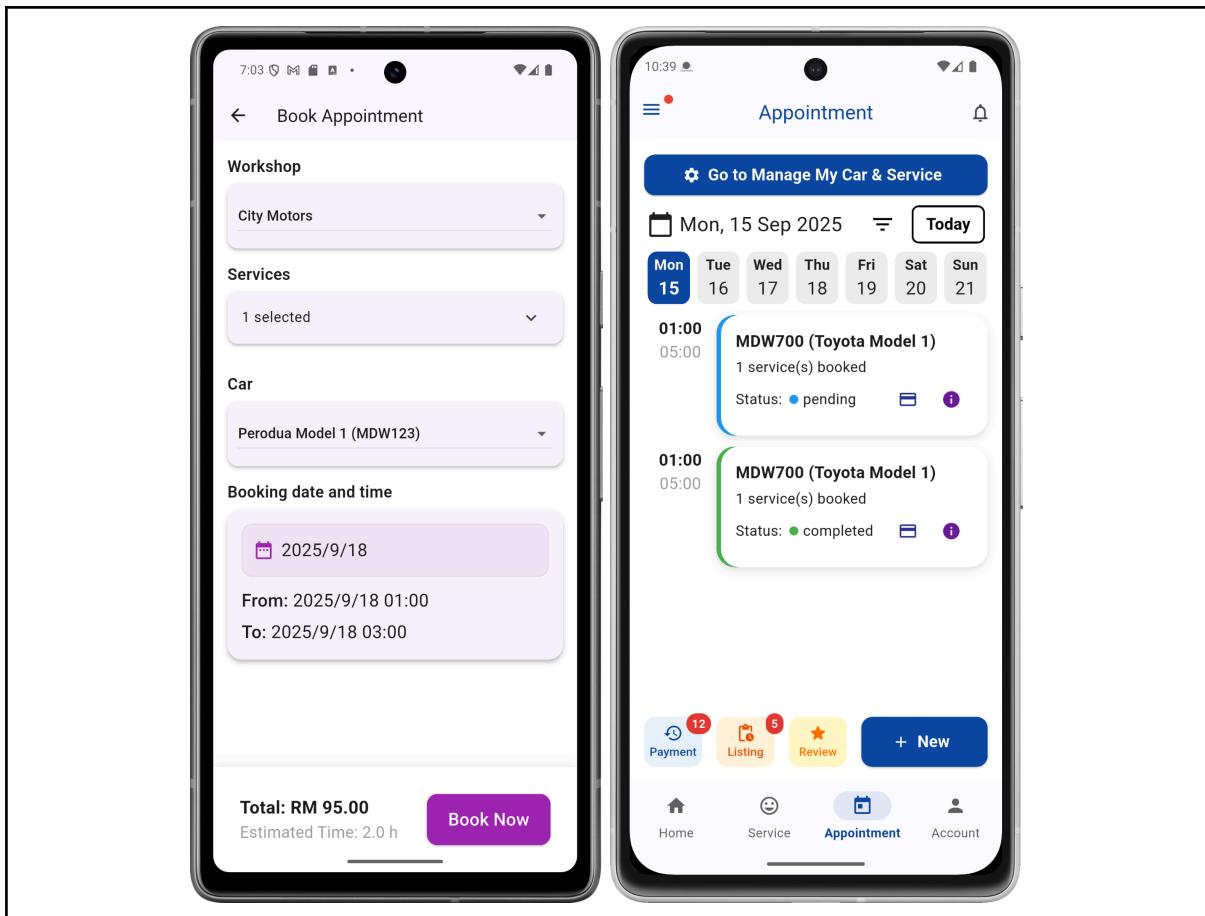


Figure 1.3: Smart Workshop Management System - Appointment Booking and Listing View

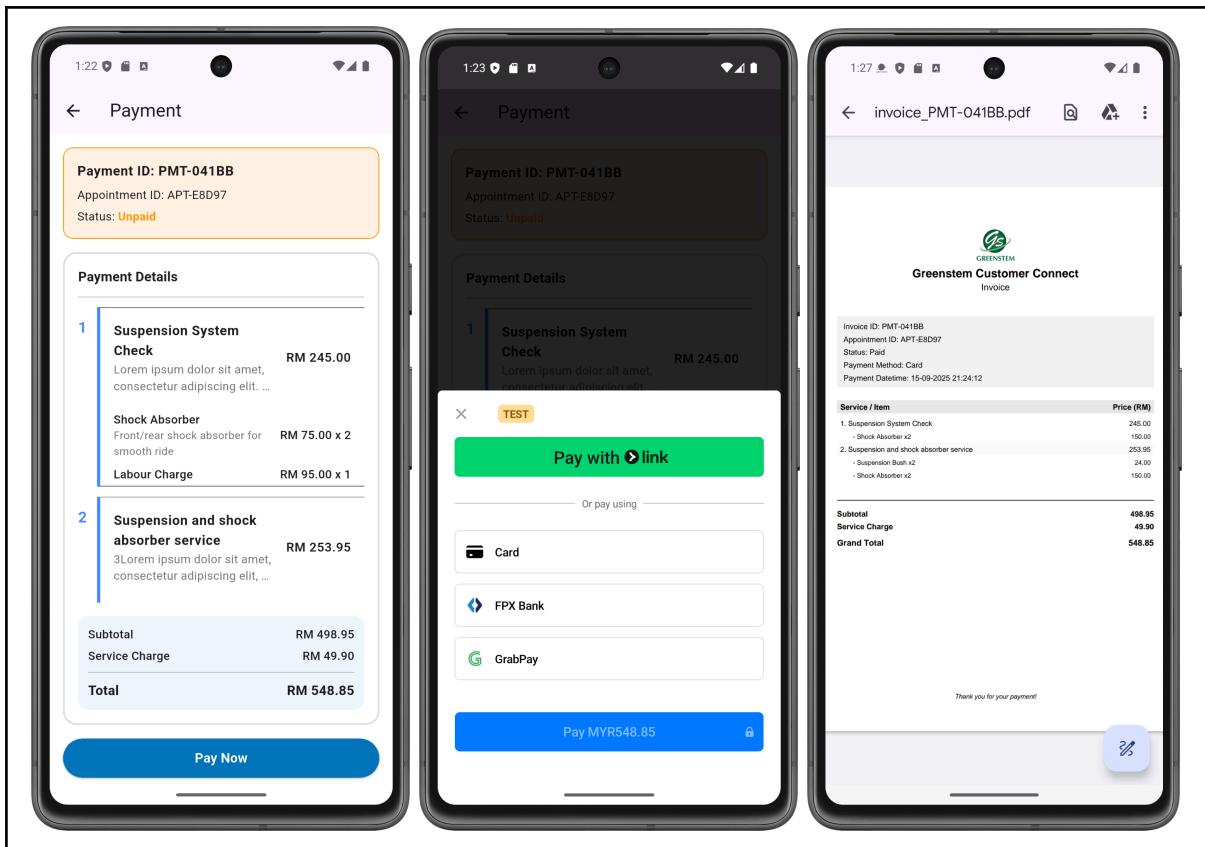


Figure 1.4: Smart Workshop Management System - Payment & Invoice View

Result

CA1_Proposal_RSD3S2 G5_Ng Jhun Hou.pdf

by JHUN HOU NG

Submission date: 29-Nov-2025 05:29PM (UTC+0800)

Submission ID: 2829976679

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