**CHAPTER ONE**

**INTRODUCTION**

**1.1 INTRODUCTION**

Today’s modernization flow of the world has witnessed tremendous change in lifestyle of society. Computerized system in managing laundry has been well accepted especially in developing countries. This service is well accepted because it gives flexibility in terms of time for laundry management team to use it and this really helps them with their time management.

A significant part of the operation of any laundry firm involves the acquisition, management and timely retrieval of great volumes of information. This information typically involves; customer personal information and clothing records history, user information, price of delivery and retrieval period, users scheduling as regards customers details and dealings in service rendered, also our products package waiting list. All of this information must be managed in an efficient and cost wise fashion so that the organization resources may be effectively utilized.

The goal of laundry management system is to automate the management of the laundry firm making it more efficient and error free. It aims at standardizing data, consolidating data ensuring data integrity and reducing inconsistencies, through the use of highly computerized process that is stress free, reliable and quick through the use of asp.net computer programming language and SQL database application to both the users and the staff in charge of the registration and laundry management processes. HTML would be at the front-end and provide the graphical user interface that relates with the user, while the SQL database will be at the back-end to handle the data storage process.

This chapter shall cover background of the study, statement of problem, aim and objectives of the study, significance of the study as well as the scope of the study among other things.

**1.2 BACKGROUND OF THE STUDY**

Aden Fabric Laundry and Dry-cleaning Service currently uses a manual system for the management and maintenance of critical information. The current system requires numerous paper forms, with data stores spread throughout the Laundry firm management infrastructure. Often information (on forms) is incomplete, or does not follow management standards. Forms are often lost in transit between departments requiring a comprehensive auditing process to ensure that no vital information is lost. This has led to inconsistencies in various data due to large volume of contrasting customer details leading to mix-up of clothes in the laundry firm which leads to delay in collecting the clothes back. With this system, it will ensure the availability of needed services to consumers. Due to the many cleaning services system as manual that affects waste or inefficiency of time, data inaccuracies, errors repeated so the writer tries to computerized valet service process in the hope of providing data or information fast, precise, accurate and efficient.

**1.3 STATEMENT OF THE PROBLEM**

The use of existing system also creates an additional workload for staff to keep and obtain the financial, customer and staff information because this information is kept in a different file.

1. Inaccurate Financial Record: Most Laundry firm cannot give proper account of financial flow in the company because no proper account keeping, most times some transaction is not recorded due to hurray the strength to right it in the company book.
2. Time Consumption: Manual systems are time consuming, as the business owner must keep track of Laundry sales on a daily basis, while updating the system manually at the end of the day.
3. Poor Communication: A manual Laundry system requires employees and managers to write down each time a service been processed in the Laundry. If one employee forgets to mention that the last cloths has been brought to the Laundry, a manager expects there is not cloths brought to the Laundry. Compared with a technical Laundry system, a manual Laundry system does not help the communication in the workplace.
4. Physical Counts: A manual Laundry system does not provide any number, as all numbers from the Laundry are gained through physical Laundry counts. One of the difficulties of two running a manual Laundry system is that physical Laundry counts must be performed frequently to control the services in the Laundry. This is time consuming and can cost the business money, if employees must come in to help out outside of business hours.

**1.4 AIMS AND OBJECTIVES OF THE STUDY**

The aim of this project is to design and implement an automated laundry accounting management system that will achieve the following goals, they include:

1. Accurate Financial Flow: the proposed system will store all transaction and also provide financial report for the management during decision making.
2. Computerized System: The proposed system will implement the computerized system which can perform a better managing process of financial information for the laundry. The data of the laundry service and the customer will be kept in the save manner without the problem of losing the data.
3. System and User Privileges: System and user privileges will be implemented in the proposed system to setting up the user level for each system user. This function is to provide the limitation of system accessing.
4. Increase time performance: The time management is very important for the laundry management to ensure the service performs in better condition and on time and it make the business process will be more effective and faster.

**1.5 SIGNIFICANCE OF THE STUDY**

The new system is design to solve problem affecting the manual system in use. It is design to computerized accounting and general information of the laundry thereby relieving the management in accounting record and both customer and services from much stress as experienced from the manual system. This will do the analyzing and storing of information either automatically or interactively, it will make use of computerized system to access the information. The proposed system will also have some features like.

1. This system provides auto calculation of the payment.
2. There is one important function provided where the information about the finance can be analysis.
3. Its Provide functions of editing services details.

**1.6 SCOPE OF THE STUDY**

The scope of the study will cover a complete management system of information in laundry industries where all information will be stored and maintained

**1.7 LIMITATION**

During development of this project work, different challenges were encountered. These include:

1. Insufficient material and relevant information from the case study:
2. Inadequate funds: Research of this magnitude involves a lot of money. However, there was insufficient funds to carry out some research work as the project is being sponsored by the researcher who incidentally is an undergraduate.
3. Lack of power supply: Inadequate power supply led to delay in completion of this project work.

**1.8 DEFINITION OF TERMS**

These are some technical terms that will be seen in the course of reading through this project work. They include:

**Accounting:** Accounting is the process of recording financial transactions pertaining to a business

**Application:** Application is software (an application) is a set of computer programs designed to permit the user to perform a group of coordinated functions, tasks, or activities.

**Assessment:** Assessment for learning is best described as a process by which assessment information is used by teachers to adjust their teaching strategies, and by students to adjust their learning strategies.

**Data:** These are new facts and figures sent into the computer for processing.

**Database:** A collection of persistent data that can be shared and interrupted.

**Evaluation:** It is the determination of the value of a variable or expression.

**Finance:** the management of large amounts of money, especially by governments or large companies.

**HTML:** (Hypertext Markup Language) is a structural language used in designing a webpage.

**HTTP (Hypertext Transfer Protocol):** Is the client service or server protocol that defines how messages are formulated and transmitted on the www.

**Hyperlink:** A link in the text of one webpage or site that when clicked on with a mouse, takes the user to another reference in anon their page or site.

**Information:** Data that is (1) accurate and timely, (2) specific and organized for a purpose, (3) presented within a context that gives it meaning and relevance, and (4) can lead to an increase in understanding and decrease in uncertainty.

**Internet:** A global network of computer that connects millions of computer networks that use that computer.

**Laundry**: Laundry refers to the washing of clothing and other textiles.

**Laundry Management System**: The laundry management system is a system providing management functions which allows laundry to remove or minimize the risks associated with it

**Online:** Connected to a computer network or accessible by computer.

**Platform:** It can be seen as a particular type of operating system or environment such as database used to describe environment for discussion purposes.

**Performance:** The amount of useful work accomplished by a computer system compared to the time and resources used or when more work is accomplished in shorter time.

**Processing:** Is the series of things that need to be done in achieving a particular result.

**Score**: The performance of an individual or group on an examination expressed by a number, letter or grade.

**Software:** these are sets of logically related instruction given to the computer to perform specific tasks.

**Usage:** At the end of the period (semester or session) staff will login to the software and enter students’ marks from.

**User Authentication:** To be able to use the software, staffs are to be registered by the Administrator with a default Username and password on the first login to the software.

**Web:** A complex system of interconnected elements.

**Website:** A collection of webpages arranged together to provide information, entertainment or advice that is displayed on the World Wide Web.