Chapter 6

Conclusion and Suggestion

6.1 Conclusion

The development of the sales order processing in this case study reached the stage of conceptual design. Firstly, from the present sales order processing subsystem, the case study has clarified the disadvantages and inefficiency that happens when using this system. The case study also discussed about the limitations of developing the sales order processing subsystem since it must be within the culture of the company. Secondly, the study illustrates the methodologies, tools and software that would assist in the steps of the conceptual design of the developed sales order processing subsystem which involves:

- Information flow: applications that are used in the flow

- Database: the database that supports the applications of the sales order processing

- Database management software: the suitable software that could be used in this design considering what is the present software that is used in the case study (AS-400).

As the conceptual design has been developed for the sales order processing subsystem, in the next step, the case study could further the development into the stage of implementation design and physical design. This will include more technical skills and in dept understanding of the logical database structure (Database management software, DBMS processible), application programs specifications and hardware/operating system characteristics. The company will be able to fully developed the new subsystem, and implement it within the company. And since the development

of sales order processing still base on the present activities of the subsystem, the development would not cause the staffs to panic and they could gradually learn and get familiar with the new approach. Besides that, the cost will not be so huge since this is not yet a major change but from this step onwards, there can be further development.

As the case study reach this point, the development of sales order processing by implementing the database and information system strategy is certainly beneficial. It does not required extreme technology, which is especially difficult for a business with the management style of family culture but it requires some changes in the working habit and also some improvement of the information flow.

The further development of the sales order processing in the case study will base on the conceptual design that is presented in this study. It could be illustrated as shown in the figure below.
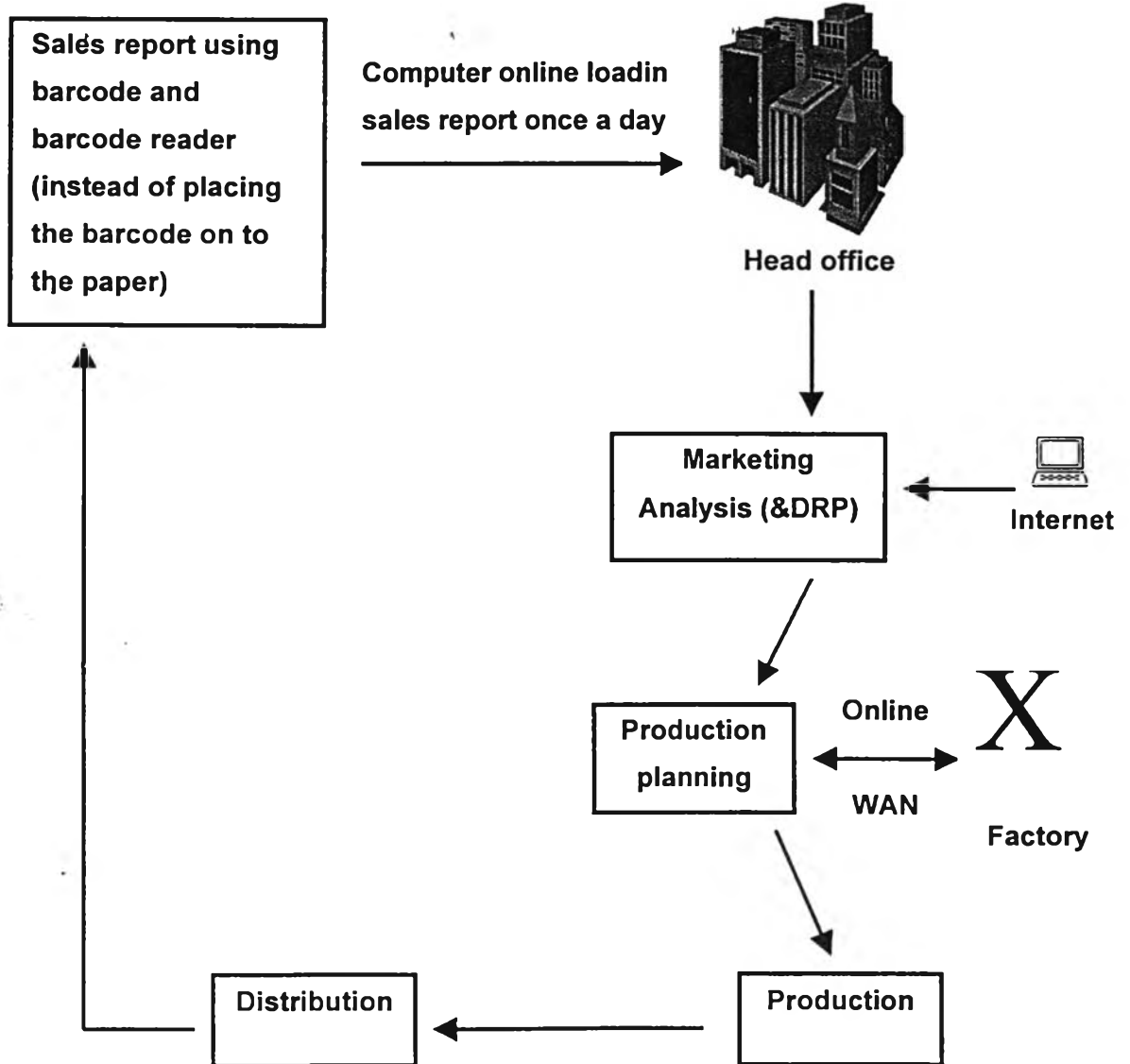

Figure 6.1: The further development of the sales order processing

The further development of the sales order processing in this suggestion consists of:

1. Sales report: using the barcode reader instead of using manual copying of the barcode or placing the barcode on to the paper which waste more time and resources.

2. Online link between head office and the stores: loading information online through the telephone link daily (same as using Internet) instead of mailing all the barcode and sales report. This will required personal computer in each stores but will help the head office to get even more update and accurate information.

3. WAN: besides using LAN within the head office or factories sites, the case study should consider using WAN to link the information between the head office and factories in near future. The database and any information could be shared between the head office and factories and the staffs could work much more efficiently in shorter time.

4. Internet: having the company own web-site will even globally promote the company and make it known unto other countries in no time. Besides that, the company will benefit from collecting people's comments and suggestions about its products through its own website, which will certainly influence the marketing analysis.

Although many suggestions seem not possible at the moment when considering the cost, time and efforts which will take, but through these suggestions, the company could direct itself of which way it's heading towards. The sales order processing is only a subsystem of the whole systems that together become the way how the business run. Starting to improve this subsystem will lead to the improvement of many other systems and finally the improvement of the company to become more successful in this aggressive competitive world market.