WEB-BASED ORDERING MANAGEMENT SYSTEM

A thesis submitted to the Graduate School in

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Master of Science (Information Technology),

University Utara Malaysia

by

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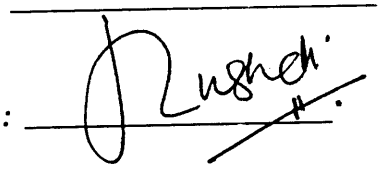
(Signature) : 

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ABSTRAK (BAHASA MALAYSIA)

Dengan perkemabangan pesat Internet, sistem memesan produk manual bukan lagi cara yang efektif dan efiesien untuk membuat pesanan dan sistem ini amat bergantung kepada tenaga manusia. Oleh itu, "Web-based Ordering Management System" merupakan cara yang terbaik untuk peniaga mempromosikan barang mereka. Ini membolehkan mereka berinterakasi secara terus dengan pelanggan.

Projek ini bertujuan menghasilkan satu sistem yang efisien dan efektif untuk menggantikan cara traditional untuk memesan produk. Dengan "Web-based Ordering Management System" membolehkan pelanggan memesan produk kegemaran mereka melalui Internet. Selain itu, projek ini juga bertujuan untuk membangunkan satu sistern berkos rendah, senang dikendali dan "user-friendly" untuk produk kesihatan di Malaysia.

ABSTRACT (ENGLISH)

With the huge grow of the Internet, the traditional way of ordering system may not be effective and efficient to handle the sales order and there are highly human dependent. So, Web-based Ordering Management System is a great way of business to promote them as it enables them to communicate their message directly to the target customer.

This project aims to deliver an efficient and effective system to replace the traditional way of ordering system. With this Web-based Ordering Management System enable the customer to order their preference products through web. Besides that, this project also aims to develop a low cost, easy to maintain and user-friendly windows based Ordering Management System for Health Care Product Company in Malaysia.

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LIST OF ARONYMNS

CRM	Customer Relationship Management
EDI	Electronic Data Interchange
HTTP	Hyper Text Transfer Protocol
MOH	Ministry of Health
SLM	Supply Line Management
RAM	Random Access Memory
RUP	Rational Unified Process
UML	Unified Modeling Language
VAN	Value Added Network
WOM	Web Order Management
WWW	World Wide Web

CHAPTER 1

INTRODUCTION

This project is initiated and the fulfillment of course Project (TZ6996) as one of the graduation requirements for Master of Science in Information Technology MSc.(IT) in University Utara Malaysia. The purpose of this project is to generate a prototype of Web-based Ordering Management System for Health Care Product Company.

This chapter gives the overview structure and organization of Health Care Industry in Malaysia, traditional ordering system, problem statement, objective, scope, constraint, significant of project and lastly system requirements.

1.1 Structure and Organization of Health Care Industry in Malaysia

Although the formal health care system has grown from the early urban-centred and curative-based services of pre-Independence, its basic structure and organization has essentially remained the same (Figure 1.1). In the last thirty years, the two largest sectors involved in the delivery of health care are both preventive and curative which have been the government and the private sectors.

The contents of the thesis is for internal user only

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