WORKING PROTOTYPE OF WARRANTY MANAGEMENT SYSTEM (WMS) FOR COMPUTER SALES AND SERVICES SHOPS IN UNIVERSITI UTARA MALAYSIA (UUM).

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ABSTRACT

Currently, there are rapid developments and improvements of technologies that we can see with our own eyes that change the way of people works and thinking. One of the fastest technology improvement and development can be categorized into computer technology including the hardware and software system. Therefore, the need of warranty for customer satisfaction and protection is increasing everyday. Serious action and concern need to be taken into account to ensure the effectiveness and value of the computer technology. Warranty Management System (WMS) belongs to a class of a system intended to assist customer to claim computer peripherals or products warranty in a more easiest and comfortable way. This research describes the working prototype of Warranty Management System (WMS) for the computer sales and services shops in University Utara Malaysia (UUM). The Warranty Management System (WMS) is a web based application system. The process of warranty record is available online and the record will be stored in secure database. Customer does not have to bring the receipt or warranty card to claim for computer peripherals or products warranty. More, customer can also check their computer products or peripherals through the system. The Warranty Management System (WMS) will keep all the customer records with unique ID assign for each customer. Only authorized person or staff can access to the system. These new methods must attain unprecedented levels of security, speed, privacy, decentralization, and internationalization.

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LIST OF ABBREAVIATION

ATM	Automated Teller Machine
HTTP	Hypertext Transport Protocol
UUM	Universiti Utara Malaysia
WMS	Warranty Management System
WWW	World Wide Web
UCD	User Centered Design
IT	Information Technology
MySQL	My Structured Query Language
ID	Identification
OEM	Original Electronic Manufacturer
HP	Hewlett Packard
HTML	Hypertext Markup Language

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CHAPTER 1

INTRODUCTION

1.1Background

Warranties have been studied by researchers from many different disciplines and deal with a diverse range of issues. These include historical, legal, legislative, economic, behavioral, consumerist, engineering, statistical modeling and analysis, operations research, accounting, marketing, management and societal (Murth, Solem & Roren, 2003). Most products are sold with some form of warranty. The type of warranty offered depends on the product type. Warranties serve a somewhat different purpose for customer and seller. From the customer's point of view, the main role of a warranty is to protect them and the second role is informational (Jegan, 2008).

These roles of the warranty assure the buyer that a faulty item will either be repaired or replaced at no cost or at reduced cost. Many buyers infer that a product with a relatively long warranty period is a more reliable and long-lasting product than one with a shorter warranty period. In the side of seller, warranty also provide for protection and promotion. When the products are provided with warranty by the manufacturer or supplier, then the percentage of customer to buy the product is much higher than the product without any warranty cover. Leading companies realize that warranty data is an integral component of the voice of the customer. Not only is it strategic to the bottom line, it also affect customer satisfaction and brand reputation.

Brand reputation for safety and reliability takes years to create but much longer to recover even if consumer confident is undermined by only one issue (Pritchard, 2008). Creative deployment of information system technologies can lead to new ways to differentiate products and services through customer service, while simultaneously strengthening

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