LAUNDRY MANAGEMENT SYSTEM

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JUDUL: LAUNDRY MANAGEMENT SYSTEM

SESJI PENGAJIAN: 2008

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LAUNDRY MANAGEMENT SYSTEM (LMS)

ZALILAWATI BINTI GHAZALI

This report is submitted in partial fulfillment of the requirements for the Bachelor of Computer Science (Database Management)

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY
UNIVERSITI TEKNIKAL MALAYSIA MELAKA
2008
DECLARATION

I hereby declare that this project report entitled

LAUNDRY MANAGEMENT SYSTEM (LMS)

is written by me and is my own effort and that no part has been plagiarized
without citations.

STUDENT: (ZALILAWATI BINTI GHAZALI)  Date: 23/10/2008

SUPERVISOR: (CIK EMALIANA BINTI KASMURI)  Date: 23 Jun 2008
DEDICATION

Firstly, I would like to give a special dedication to my beloved parents Ghazali bin Salleh and Che Asnah binti Che Hasan because giving full support in completing my final year project which is entitled Laundry Management System (LMS).

Besides that, I also would like to dedicate to the people who help and support me either direct or indirectly in finishing my project successfully.
ACKNOWLEDGEMENTS

Firstly, I would like to thank you very much to my supervisor, Miss Emaliana binti Kasmuri for helping and guiding me along this project. All her advices are very worthwhile and useful for me in finishing this project. Besides that, I would like to gratefully acknowledge the contribution of several people who helped me to complete this thesis especially to all my friends who had given me full support from behind.

Without any help from the lecturer in University Technical Malaysia Malacca (UTeM), I could not complete and submit this report on time. Thus, thanks to all lecturers in UTeM for considering the students by giving enough time to finish my project. I am very grateful because can be one of the students in UTeM who has supportive lecturer and always sacrifices their time for the student in finishing this project.

Finally, thanks to all who might have involved directly or indirectly in developing this system. Thank you very much.
ABSTRACT

The Laundry Management System (LMS) is specifically developed for Intersaf Lauderette which is located at Jln Pernama, Kuala Krai, Kelantan. This application is developed to manage the laundry service and provide an automated backup and recovery for security management of information in the laundry. It is a client-server system which can only be access within three (3) main users; there are database administrator, manager, and staff. Only authorized user can login into the system and view the LMS application. The database administrator will maintain the backup and recovery and user privilege to view the system. Besides that, clerk’s responsibility is to manage the customers and laundry service record, also the payment record. Furthermore, the laundress is to view customers’ record and their services. Then, the manager of this laundry can view and update all the record in laundry. On the other hand, this LMS application is focused more on database management of laundry service besides maintaining the backup and recovery for the records in the database. The methodology of this system is System Development Life Cycle (SDLC) which is prototyping model. An analysis study has been done based on the current manual system and all the problems statements and requirements have been identified. Moreover, LMS is two-tier architecture system which involves client tier and application server tier which includes a database. The interfaces for LMS have been designed according to the requirement and needs of the current market. This Laundry Management System (LMS) will help to improve the performance of current situation and overcome the problems that arise nowadays.
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<td>GUI</td>
<td>Graphical User Interface</td>
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<td>LAN</td>
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<td>NF</td>
<td>Normal Form</td>
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<td>PK</td>
<td>Primary Key</td>
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<td>FK</td>
<td>Foreign Key</td>
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CHAPTER I

INTRODUCTION

1.1 Introduction

Today's modernization flow of the world has witnessed tremendous change in the 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. The concept of computerized laundry management system in higher institutions is being developed by Intersaf Launderette. Intersaf Launderette was established in August 2001. Before this, the management of this company is constructing by using manual business process. All the information about the customer and staff are kept separately by using file system. It will cause the process of searching the information take more time and quite difficult.

Laundry Management System (LMS) is a new system that replaced the file system which most of laundry shop used. LMS is developed in order to ease the management in the laundry shop and to change the manual business process to the systematic business process. The LMS is developed for the manager and the staff in Intersaf Launderette.
1.2 Problem Statement

Currently, the laundry shop uses manual system to records their customer and other business information. Therefore, the data is inappropriate managed. Every time customer sends their clothes, the staff needs to records their information such as name, address and phone number using traditional filing system.

Another problem occurs using traditional manner is difficult to store and track the required record especially for reporting purpose. The use of manual system also creates an additional workload for the staff to keep and obtain the customer and staff information because this information is kept in a different file.

1.3 Objective

The objectives for this project are:

i. Computerized System

The proposed system will implement the computerized system which can perform a better managing process for the laundry. The data of the laundry service and the customer will kept in the save manner without the problem of losing the data.

ii. System and User Privileges

System and user privilege 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.
iii. **Increase time performance**

The time management is very important for the laundry management to ensure the service performs in better condition and on time. In addition, by using the computerized system, the business process will be more effective and faster.

iv. **Automated Backup and Recovery**

Every data in database must keep in a safe location. Hence, the database backup and recovery have been applied into LMS system to ensure that all the data are kept safely. The backup and recovery process will be implement as an automated backup and recovery to make the process flow easier and reduce time needed.

1.4 **Scope**

1.4.1 **User**

The target users for this system are Intersaf Launderette’s staff, manager and system administrator.

i. **Staff**

Staff of Intersaf Launderette has privileges to insert, view, update and delete customer records. Besides managing service and launder details, staff also has a privilege to calculate payment for each transaction made.
ii. Manager

Owner or manager of Intersaf Launderette is a person who has privileges to view staff information and update their information.

iii. Administrator

Administrator is a person who has responsibility to maintain the system. Administrator has all privileges to this system and may grant the privileges to another system user.

1.4.2 Module

Some of the modules in Laundry Management System (LMS) are:

i. Login Module

This module allows user to access the system by entering a valid username and password.

ii. Customer Module

This module allows staff to add, update, delete and search customer record.

iii. Service Module

This module is used to record and retrieve service details which are available for staff of Intersaf Launderette to use it.
iv. Laundry Item Module

This module is used to record laundry item which refers to staff to handle it.

v. Payment Module

This module is specialized to calculate the total amount of payment for services. Furthermore, this module also will keep in LMS database.

vi. Backup and Recovery Module

This module is used when a staff or a manager want to make a backup to the records in database. They also can recover every data from database automatically using this module.

1.4.3 Technology

Some of the technologies used in developing Laundry Management System (LMS) are:

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<td>Structured Query Language (SQL) and PL/SQL</td>
<td>Programming language to develop LMS</td>
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<td>Oracle9i Forms Developer</td>
<td>To design an interface which is the front-end for LMS</td>
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<td>Oracle9i Database Server</td>
<td>Used as a back-end (database storage) which keeps all the data of Intersaf Laundrette</td>
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