RELIABLE MOTOR COMPANY

PLAN OF APPROACH
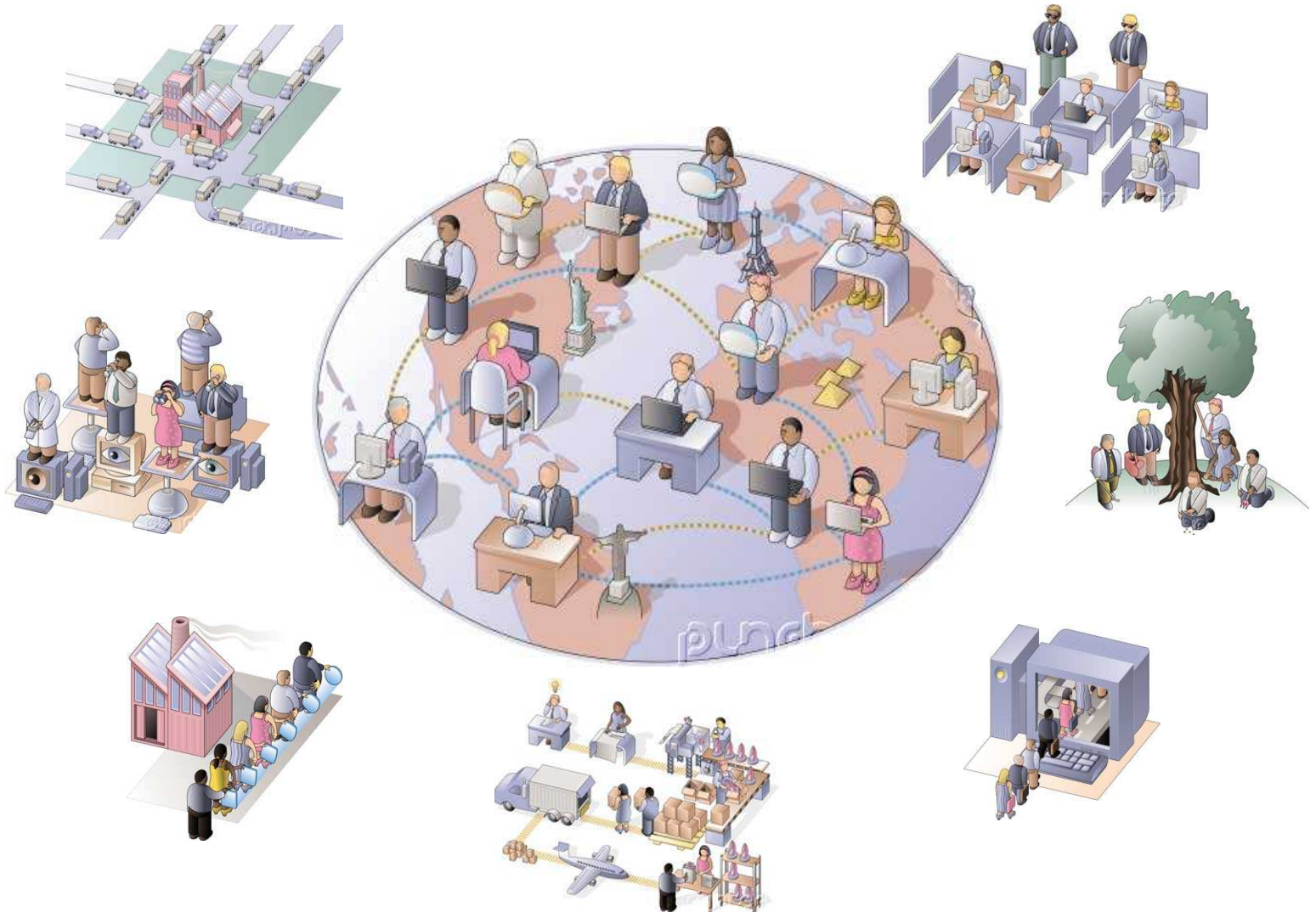
RELIABLE MOTOR COMPANY

PREPARED FOR

NAME : PETER EDWARDS
SUBJECT : INFORMATION TECHNOLOGY
INSTITUTION : INHOLLAND UNIVERSITY
    DIEMEN

NAME : PETER STIKKER
SUBJECT : QUANTITATIVE ANALYSIS
INSTITUTION : INHOLLAND UNIVERSITY
    DIEMEN

PREPARED BY

NAME : YUDHA HARTANTO
CLASS : II IBMS I
STUDENT NUMBER : 3260301

NAME : LENA KAPRETZ
CLASS : II IBMS I
STUDENT NUMBER : 3259288

NAME : REYNARD S. LAKSMONO
CLASS : II IBMS I
STUDENT NUMBER : 3259399

NAME : LIN NYI ZHU
CLASS : II IBMS I
STUDENT NUMBER : 3258987

NAME : HODA MEDNINI
CLASS : II IBMS I
STUDENT NUMBER : 3254239

NAME : ZHU JIN (HUGH)
CLASS : II IBMS I
STUDENT NUMBER : 3258986

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INTRODUCTION

The existing situation of the Reliable Motor Company is not very efficient. By doing the work by hand, the company wastes a large amount of time and that it is easy that mistakes occur through rewriting the data on the sheets.

Secondly, the company uses too many people for work, which could be done by one or two people. This wastes money and this money could be invested in a better system.

We as an automation company are trying to win a contract for RMC to automate their Order Processing and Stock Control activities to improve the company's efficiency and productivity. Therefore, we are going to design a prototype database to illustrate this.

TERM OF REFERENCE

4.1 Project Overview

The reason why we are starting with this project, is on the one hand to improve our IT skills and analytical skills, and on the other hand to help and to improve Reliable Motor Company Limited to automate their Order Processing and Stock Control activities.

The results of the project are aimed to the client (Reliable Motor Company Limited) and to our teachers (Peter Edwards and Peter Stikker).

The preparation to produce a prototype database will take approximately two months in which we start by analysing the company problem. After that, we will try to come up with innovative solutions to be delivered to our client.

Contribution of third parties are Microsoft for the software, Dell Incorporate for desktop, pc, laptop and server networks, Hewlett Packard corporation for LaserJet and DeskJet printers, and Brother International for electronic labelling system.

4.2 Scope and objectives

We want to provide and develop innovative and quality products, services, and solutions, which offer the best value to our customers and win the contract from Reliable Motor Company Ltd to automate their Order Processing and Stock Control activities. Furthermore, we would like to help improve Reliable Motor Company Ltd performance.

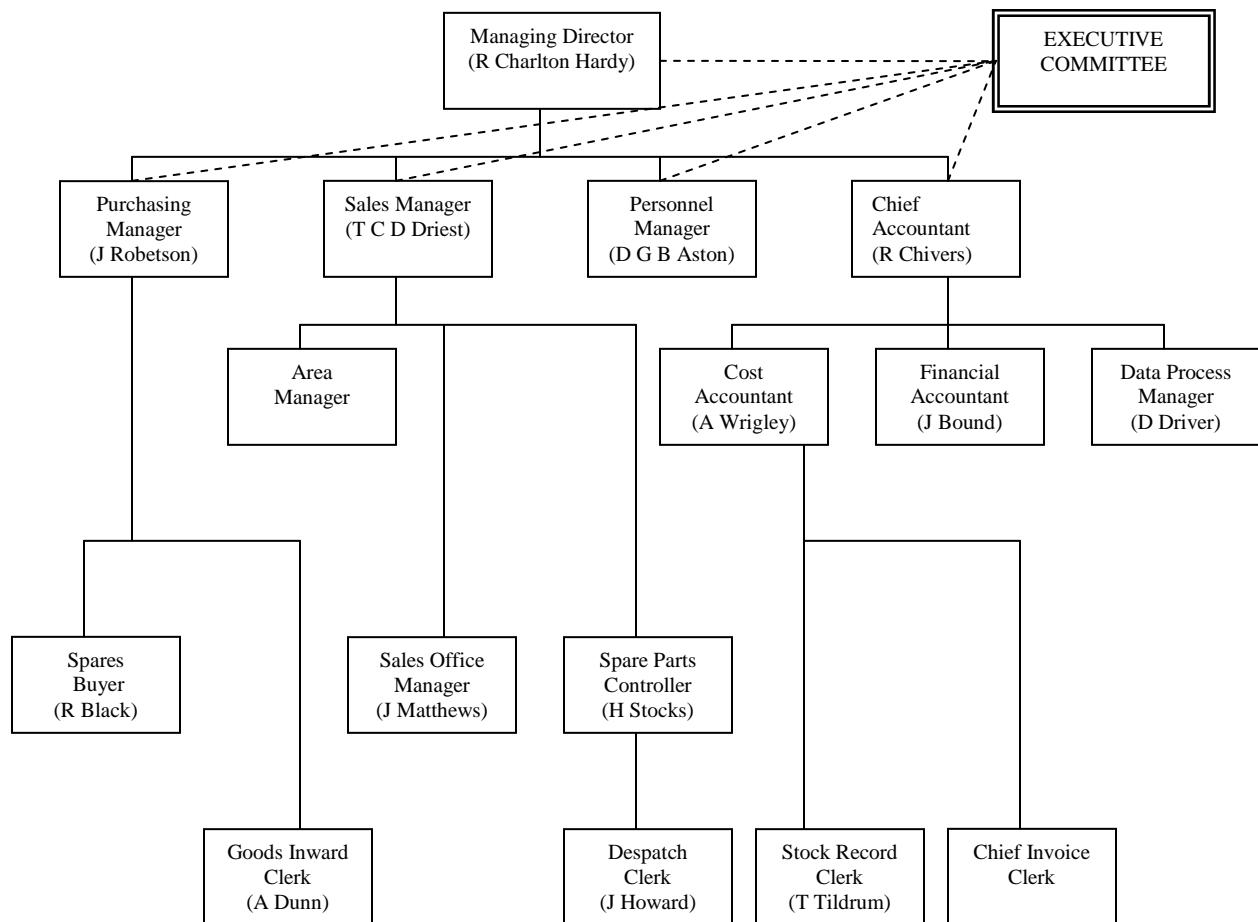## 4.3 Result and Deliverables

We will deliver a new system to improve efficiency and profitability by creating a database, and reinstruct the whole labour force and management system, which will eventually speed up the flow of information between the department and the delivery of goods to the customers to fulfil their satisfactions.

ORGANIZATION

5.1 Client Organization

The Reliable Motor Company (Spares) Ltd Organization

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                    ┌──────────────────┐                        ┌──────────────────┐
                    │ Managing Director │ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ │    EXECUTIVE     │
                    │ (R Charlton Hardy)│                        │    COMMITTEE     │
                    └──────────────────┘                        └──────────────────┘

  ┌────────────┐      ┌────────────┐      ┌────────────┐      ┌────────────┐
  │ Purchasing │      │   Sales    │      │ Personnel  │      │   Chief    │
  │  Manager   │      │  Manager   │      │  Manager   │      │ Accountant │
  │(J Robetson)│      │(T C D Driest)│    │(D G B Aston)│     │ (R Chivers)│
  └────────────┘      └────────────┘      └────────────┘      └────────────┘
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	Area Manager	Cost Accountant (A Wrigley)	Financial Accountant (J Bound)
			Data Process Manager (D Driver)

Spares Buyer (R Black)	Sales Office Manager (J Matthews)	Spare Parts Controller (H Stocks)		
	Goods Inward Clerk (A Dunn)	Despatch Clerk (J Howard)	Stock Record Clerk (T Tildrum)	Chief Invoice Clerk

Source: The National Computing Centre Ltd 1994

5.2 The Organization

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              ┌─────────────────┐
              │    EXECUTIVE    │
              │   COMMITTEE     │
              └─────────────────┘
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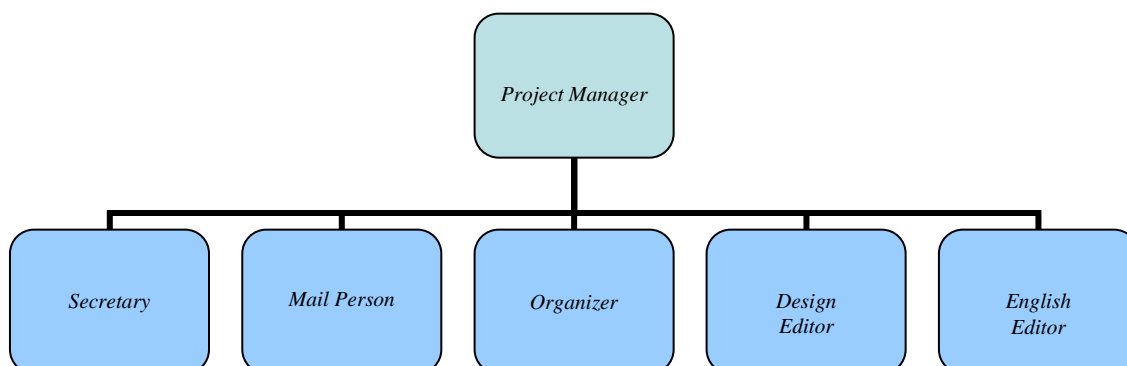| HR Manager (H.Mednini) | Financial Manager (Z.Jin) | Marketing Manager (L.Kapretz) | Sales Manager (R.Sandor) | CITS (Y.Hartanto) | Purchasing Manager (L.N.Zhu) |

The most three important divisions of our company are the organizational part, the financial part, and the IT part. For the organizational part we need strategies to reinstruct the labor force:

- Fewer employees.
- More efficient tasks for an employee.
- Several trainings for the labor (trainings for being able to manage different tasks, to learn about a computer).

Our financial source will be a financial time table that will provide us with information about the time we will be able to expect revenues and about the time we will have the money back on which the company has invested in. It is important that we work as a strong group together with the account manager. He shall provide us with all the financial information about the company, which is important for us. We also need to know how much the company can afford to pay for a new system.

5.3 Project Organization

a. Team structure

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                    ┌──────────────────┐
                    │ Project Manager  │
                    └──────────────────┘
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| Secretary | Mail Person | Organizer | Design Editor | English Editor |

b. Team Responsibilities and Authorities

Yudha Hartanto,
Group Leader.
He is responsible for delivering all tasks of the group members that are completed and on time. Furthermore, he over checks the products that will be offered to the clients.

Lin Nyi Zhu
Secretary
The secretary is responsible for noting down all the outcomes that are discussed during group meetings. She reports news and information to each member of the group and reminds on meetings if necessary.

Lena Kapretz
Organizer
Lena is in charge of arranging meeting times, location, and duration of the meeting. She needs to schedule the progress of the group, which is to make sure that the whole group is in a good order and is working under a structured condition.

Zhu Jin
Mail Person
His main responsibilities are to send all the documents that will be used during, or before the meeting to the group members and the teacher if necessary.   Our   group   has   a   private   e-mail   account (inholland_university@yahoogroups.com) that will be used to save information and to send to external e-mails. So, all information about this project will come in and come out through this e-mail account.

Reynard Sandor Laksmono
Design Editor
Reynard has to do the job of formatting and lay outing each writing document in a decent way, which is mainly embodied in our final report. He has to make sure that all the writing work is in a professional format and make them clear to be read by other members and the lectures.

Hoda Mednini
English Editor
Hoda is responsible for checking the grammar and spelling mistakes of all written documents after they have been completed. She overlooks the structure of sentences and the content of the report.

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c. Project Progress Meeting

Attendances of the Progress Meeting			
Name	**Company**	**Division**	**Project Role**
Yudha Hartanto	C4LL Nederland	CITS Department	Project Manager
Lin Nyi Zhu	C4LL Nederland	Purchasing Department	Secretary
Lena Kapretz	C4LL Nederland	Marketing Department	Organizer
Zhu Jin	C4LL Nederland	Financial Department	Mail Person
Reynard Sandor Laksmono	C4LL Nederland	Sales Department	Design Editor
Hoda Mednini	C4LL Nederland	HR Department	English Editor

All group members will responsible for writing report, and all of the group members will also be responsible in writing the portfolio.

d. Progress Report

To organize our progress in this project we use meeting minutes, which will be at the appendices in the final report.

e. Third Party Suppliers

To develop atomization in Reliable Motor Company Ltd, we made partnership with some of the Personal Computers Company. Our supplier will supply all electronics equipment that will be needed to provide our system, such as desktop pc, notebook pc, laser printer, network server pc, and electronic labeling system. With this partnership we can offer our new system more efficiently and beneficially for the customer.

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Name        : Microsoft B.V, Nederland
Address     : Boeing Avenue 30
              1119 PE Schiphol-Rijk
URL         : Http://www.microsoft.nl
Telephone   : (020) 500-15-00
Fax         : (020) 500-19-99
Products    : Software products.
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Name   : Dell Incorporate Nederland
Address   : Kabelweg 37
                 1014 BA Amsterdam
URL   : Http://www.dell.nl
Telephone   : (020) 674-45-00
Fax   : (020) 674-47-66
Products   : Desktop pc, notebook pc, cabling/connector, and network
                 server

Name   : Hewlett Packard Nederland
Address   : Orteliuslaan 1000
                 3528 DB Utrecht
URL   : Http://www.hp.nl
Telephone   : 0900-202-0165
Products   : LaserJet printer and DeskJet Printer

Name   : Brother International Nederland
Address   : Zanderij 25-27
                 1185 ZM Amstelveen
URL   : Http://www.brother.nl
Telephone   : (020) 545-12-51
Fax   : (020) 643-64-95
Products   : Electronic Labeling System

Dell Incorporate Nederland

Desktop

Product	Dell Precision 370	Dell Precision 470	Dell Precision 670
Price	€ 809.00	€ 1,059.00	€ 1,199.00
Credit System (36 months)	€ 30.00	€ 38.00	€ 43.00

Notebook

Product	Dell Precision M20	Dell Precision M60	Dell Precision M70
Price	€ 1,361.00	€ 1,389.00	€ 1,609.00
Credit System (36 months)	€ 49.00	€ 50.00	€ 58.00

Network Server

Product	Power Edge 2800	Power Edge 6600	Power Edge 1855
Price	€ 1,399.00	€ 3,499.00	€ 4,049.00
Credit System (36 months)	€ 49.00	€ 123.00	€ 143.00

Hewlett Packard Nederland

Laser Printer

Product	HP LaserJet 4350	HP LaserJet 5100	HP LaserJet 5100tn
Price	€ 1,229.00	€ 1,579.00	€ 2,179.00
Credit System (36 months)	-	-	-

Printer (Dirty Environmens)

Product	HP LaserJet 1010	HP LaserJet 1012	HP LaserJet 1015
Price	€ 125.00	€ 169.00	€ 209.00
Credit System (36 months)	-	-	-

Brother International Nederland

Barcode Printer

Product	PT 2600	PT 2300	PT 2610
Price	€ 89.95	€ 90.95	€ 102.95
Credit System (36 months)	-	-	-

Microsoft Nederland

Microsoft Software

Product	Office XP Professional	Norton Antivirus 2005	Access 2003
Price	€ 145.00	€ 47.86	€ 107.95
Credit System (36 months)	-	-	-

PROJECT APPROACH

6.1 Global Terms of Approach

We will start our project with planning the plan of approach that consists of our objectives, deliverables, how we reach that, what we need to achieve our objective, our quality, risks, and risks management.

After our plan of approach has been approved, we will continue with analyzing the company's problem within financial department, human resources department, and information technology department. We will try to work innovatively to solve the problem, and we will produce prototype of database, which will be delivered, to our clients as the answer of their problems.

If we win the contract with Reliable Motor Company Ltd, we will keep in touch with them to see progress of the company developments. We will add or improve our system if we think that it will be necessary to achieve the financial objective.

6.2 Product List and Status

Deliverable (Product)	Date Produce		Date of Approval		Approved By
	Due	Actual	Due	Actual	
Plan of Approach	February 28, 2005	February 24, 2005			
Project Report	April 11, 2005				
Database Prototype	April 18, 2005				
Presentation	April 25, 2005				

6.3 Verification and Approval Procedures

All deliverables will be verified by all of our group members during the last meeting before hand in every product. We will meet together and review our product. If there are any mistakes or sections within the product that can be improved, we will do so.

After approved by all of the group members, we will deliver the products to our teachers that consists in a Feasibility Report (hard copy and file), Database Prototype, and introduce our new system through a presentation. After this has been approved by the teachers (account manager) the report and prototype will be delivered to the clients.

DETAIL PROJECT SCHEDULE

7.1 Scheduling Assumptions and Plan for Reviews and Audits

(On the last page of this Plan of Approach)

7.2 Task and Project Schedule Using MS Project

(Placed after "scheduling Assumption and Plan")

7.3 Risks and Risks Management

Risk that we could face when we develop a new system would not be flexible work forces, which will has difficulties to accept changes. The elderly employees could refuse the re-training and re-locating, which take place during the development process. We try to create the training as easy as possible, with teachers who are able to understand the problems of the elderly employees.

We are going to relocate the elderly employees who are not open for changes to places, to departments where they don't have to work with new technology. Younger professionals have to be employed to bring a new open-minded atmosphere in the organization. The financial timetable prediction could be proved out wrong. May be the money which has been spent is not as fast earned as predicted. Due to these risks, we are watching and analyzing the employees on how fast they are able to adapt to a new working style? And on how long does it take that no mistakes occur anymore. These questions have to be answered to predict a good and useful financial timetable.