

ABSTRACT

PT. Graha Rajasa Yogyakarta is an Air Conditioner (AC) service company. The company is engaged in the service of vehicle workshops, car, air conditioning, and maintenance of AIR conditioning. The problem occurred in PT Graha Rajasa was in the admin who had difficulties in recording the symptoms of vehicle damage. Another problem occurred was on the head of the workshop in determining the service category accurately. The problem was solved by building a vehicle service management system that allows customers to register services. The vehicle service management system should facilitate the admin in carrying out vehicle damage. The head of the workshop then was able to predict the service category according to the noted symptoms. This vehicle service management system is a Website based information system using the PHP programming language (Hypertext Preprocessor). This system development Design Model uses ERD (Entity Relationship Diagram) and DAD (flowchart Data) for the system design process. The result showed that the system ran well for the service registration process, customer data collection, vehicle logging, and corruption records to facilitate the recording management.

Keywords: Service Management, Vehicle Servicing, Information Systems.