УДК 681.518
Rexford Owusu
Ternopil Ivan Puluj National Technical University, Ukraine

INFORMATION SYSTEM FOR BUSINESS PROCESS OPTIMIZATION IN AUTOMOBILE SERVICES

Рексфорд Овусу
ІНФОРМАЦІЙНА СИСТЕМА ДЛЯ ОПТИМІЗАЦІЇ БІЗНЕС ПРОЦЕСІВ АВТОМОБІЛЬНОГО СЕРВІСУ

The automobile Service and maintenance industry is growing revenue and improving profitability at the same time. An automobile repair shop is a little like a physician's office in that, if you have a car, at some point you will need an oil change, tires rotated or something like that. It's not as mandatory as healthcare, but it has a similar type of demand. As a result, you'd expect the industry to keep growing at a slow but steady rate.

According to Sageworks' financial statement analysis [1], automotive repair and maintenance is not only growing but also improving profitability. The average net profit margin rose more than 5 percent during the 12 months ending December 30, 2014, a fairly significant increase over the 2 or 3 percent margin the industry achieved in recent years.

Moving forward, that growth could yield higher dividends for owners or the opportunity for the business to re-invest in better machinery, technology or skilled workers that could lead to better products or service. At the same time that car owners are holding onto their vehicles for longer periods of time, more people who do not own cars are in the market to become car owners.

Automobile shop owners are usually very cognizant of the level of resource utilization in their business. They want to see all bays in their shop being utilized to their fullest. And they want to see all technicians spending all their time working on automobiles. Shop management software can sometimes be the most underutilized resource in an automotive repair shop environment. To maximize success – all resources available should be utilized to the greatest extent possible. Since technology is taking over the world, there are some new software developed into the system that helps any Automobile service industry to be able to easily diagnose, check, record, track and keep records of any vehicle that are scheduled for an appointment. In the software market, there are software like auto Tracker which affiliates gives the capability to manage and track customers and service histories and print profession invoices. Also this product shows how to treat customers in a way they know you are about them and giving best services. At its extreme the shop management software system is used to generate invoices for services performed and parts used while every other activity is performed outside the software system. Customer interaction activities such as appointment scheduling, vehicle check in, quoting and vehicle delivery are all handled outside the software system. Other processes such as technician work assignment and part sourcing and procurement are also performed outside the shop management system. And the bill for the customer is generated at the end of the process. The shop that fully utilizes its shop management software performs all process through the system.

References

1. Why Business Is Booming For Auto Repair Entrepreneurs. Sageworks, 2015. [Online]. Available: https://www.inc.com/sageworks/why-business-is-booming-for-auto-repair-entrepreneurs.html. Accessed on: November 07, 2017.