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MOTORCYCLE REPAIR SHOP SERVICE BOOKING SYSTEM

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Author's Declaration of Originality

I hereby certify that I am the sole author of this thesis. All the used materials, references to the literature and the work of others have been referred to. This thesis has not been presented for examination anywhere else.

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Introduction

None of the leading motorcycle service shops in Estonia offer a possibility to independently book a service for your motorcycle, like for example Amserv lets you do. Most of the service booking is still done by phone and a log is kept in a notebook. This increases the possibility of human error while booking a service for your motorcycle, which in turn can cause headache for both the owner and the service provider.

In my opinion, this is an obsolete and prone-to-error way to keep doing things, which is still used solely because the service providers are used to this method and don't want to change their ways.

Having personal knowledge and work-experience about the servicing of motorcycles and the inner workings of the process, I am sure, that an automated service booking system will benefit both the customer and the service provider, through making the process more transparent and building trust between the two sides of the deal.

The purpose of this document is to give an idea of why and how a successful motorcycle-specific service booking system could be created and why it will benefit the world.

Analysis

This application mainly aims to improve three things: automating and streamlining the booking process for the customer, mitigate data loss, and make the whole process more transparent (through which greater trust is built with the customer).

Automating the booking process and mitigating data loss

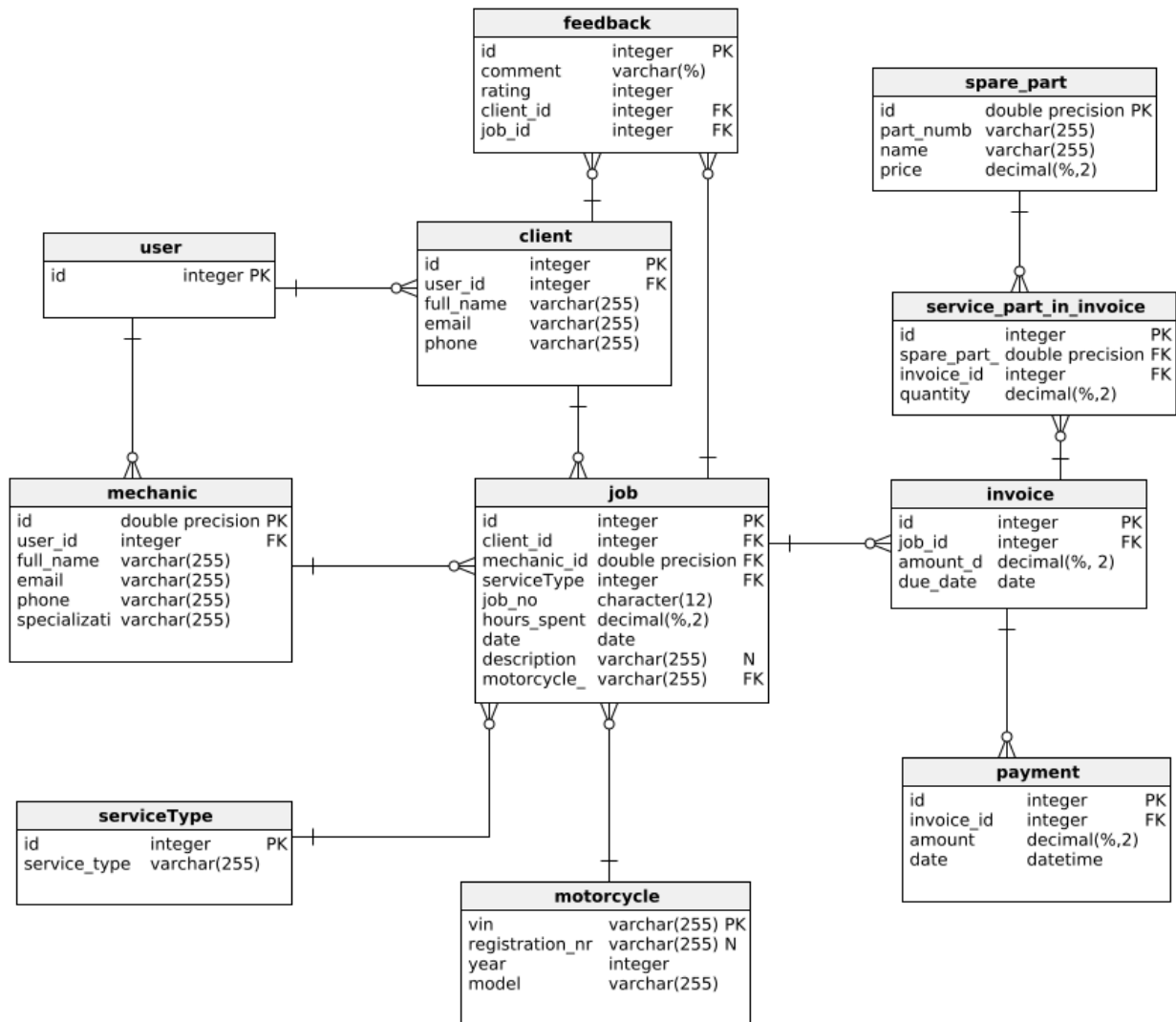
As mentioned before, the booking is usually done by phone and a log is kept in a notebook. Speaking from my personal experience, this has two risks. Firstly, the employee who is taking the client's call can forget to ask something (information about the motorcycle, e.g. registration plate number). This can later on cause trouble for the mechanics, as instead of working on the problem, they need to find out by themselves the year of production, model variant etc. Secondly, bad phone connection could mean that the employee hears the customer incorrectly, which is even more dangerous than the first problem. This for example could lead to wrong parts being ordered, meaning financial loss for the company and lost time for the customer. Everybody would lose.

This application would help with both problems, because when a person is booking a service, a standardized form is given to them. Firstly, this means that no one can 'forget to ask something'. Secondly, it would lose the possibility of mishearing information. Although yes, a person could input wrong details about their motorcycle, but this application would take the responsibility off the company, as there would be written proof about false details being entered by the customer.


Transparency with customers


I personally believe that transparency (in both professional and personal relationships) will help build a loyal, sustainable, and long-term relationship. In this case, being transparent with the customer and giving them more control over the booking process should make the chances of the next maintenance being done in the same place greater. Giving accurate estimates, both cost and time, is something that would help this cause.

ERD schema



UI sketches

 **Bike Service**

 John Doe Home Services Appointments Profile

Select Service Type

Appointment Details

Select Date

Select Time

Motorcycle Details

Additional Requests/Notes

Book Appointment

Terms of Service Privacy Policy Contact Us: contact@bikeserviceapp.com




  

Figure 1: Service booking form

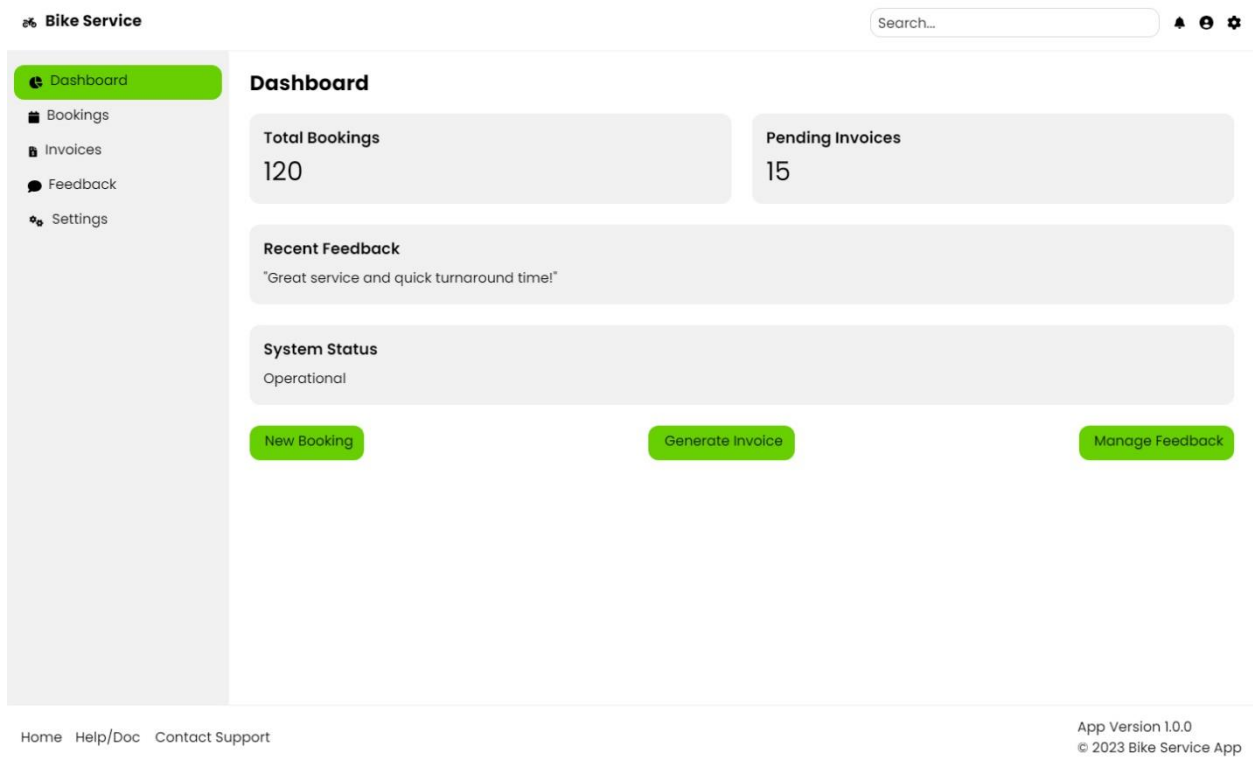


Figure 2: Admin dashboard view