

AFTER SALES SERVICE MANAGEMENT SYSTEM

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ABSTRACT

Human resource is the most valuable resource in the world. In other hand it's very difficult to handle not just as the other resources. For a business it can be affects in two ways. Those two ways are Employees and Customers. According to this project business organization will be able to manage it in a kind of way. This project will be addressing the business problem with business solution plus IT solution.

When consider about the Employees as one part of human resource they should be fully motivated and enthusiastic to do their job. Otherwise they get fed up in their own jobs and they will not try gain for the business. The one way of motivating employees is giving incentives but increasing their salary and keeping too much employees in the organization is extra cost for them. Then consider about customers they are the most important part of the modern business. Customer satisfaction is very much necessary to face for the competition and its leads to customer retention with the business. Otherwise to acquire new customers business organizations have cost more on it. One kind of customer retention technique is giving them a good after sales service. For do that business organization should be well prepared and be ready to serve them. Therefore they need good after sales service force within their organization.

Most of the companies unable to balance these two part of human beings. So this project will be helped to keep a good service force while minimizing the operating cost and increasing the customer satisfaction by giving them most reliable, fastest and secured service with very convenience way.