

# **A STUDY AND IMPLEMENTATION OF ONLINE CAR DIAGNOSIS DECISION SUPPORT SYSTEM (DSS) WITH INTEGRATION OF E-COMMERCE FOR AUTO PA (SABAH) SDN. BHD.**

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## **ABSTRACT**

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This project is an online purchasing system for a spare parts company in Sabah that will contribute to the Electronic Commerce (E-Commerce) which is a growing electronic industry for business in this information technology age. Instead of allowing customers to purchase spare parts online, this system provides consultation service for customers in terms of car repairing, spare parts' prices, right spare parts they should purchase, what problems arise with their cars and so on to guide customers in making up their minds to purchase the right spare parts. Besides, this system will display simple configuration manual of spare parts for customers with multimedia effects. This system will also provide an enquiry session for customers to seek spare parts' information. Furthermore, this system will provide relevant information about the spare parts such as prices, manufacturer, year, second hand spare parts and related links to name a few. Moreover, the spare parts manufactures can advertise their new products through this website. This system is equipped with a forum that allows customers to hold discussion about cars and spare parts, then the problem discussed and troubleshooting will be updated to the Frequently Asked Questions (FAQ) session in the system for customers' easy reference. This system will definitely improve on the convenience for customers to purchase spare parts online. Customers are able to make use of the DSS to obtain consultation in assisting them to purchase the right product. This benefits the spare parts company to expand its business and increase its popularity as business can be conducted through the Internet instead of Sabah.