CHAPTER VI

CONCLUSION AND RECOMMENDATION

6.1 Conclusion

The monitoring covered not only the progress of the projects but the result achieved. The Correction Process time was reduced 85.88% and 88.49%, Ladplaow and Vipavadee respectively. These results were impressive, especially from the customer and dealers' viewpoint due to this change in SNA has more effect to the overall working time and the accuracy of data. Besides, it will be useful in training program that technician can access the web to download technical documents which will give them more knowledge.

There are two areas the team should concern with. Firstly, at the pilot stage technician does not familiar with the new system so they feel uncomfortable to use this system. Some technicians resist using video conference technology because they like the traditional real face to real face. In some cases, video conference simply can not substitute for an actual face to face meeting. Secondly, even though it has no return of problem but in the real implementation. In the web camera correction process, there is some limits of the camera such as resolution, angle of view, color quality, size of picture, etc. that will effect to the investigation and repair of problem.

For the management level, the system can show the data in term of statistical report therefore it will be useful to identify where the point of problem that should be concern with in order to use this data for product development.

Organization is another thing that forces this success of implementation. In this new structure, it has more flexibility, clearly focus, less of complexity and empowering due to separating of service and part.

Customer satisfaction in service is mainly depends on the time for waiting, even though the process was shorten but it is just only process of engineering divisions. The reengineering should apply to other divisions to facilitate overall processes that will effect to overall time and also to the time for waiting of customer. The company should set the basic maintenance course to the customers in order to let them know how to use product in the right way and how much they can gain the highest advantage of it because some of problems are occurred from mistake of using the product.

6.2 Recommendation

1. After approval, the data of engineering should be forwarded to warrant department directly because the database of engineering department is independently so it takes time to transfer data by document only.

2. This implementation was created as a trial phase so it needs to be fine-tuned to be more suitable in the future. Video conferencing can be used throughout the problem solving process for exchanging information among the problem solvers who are located in different areas. The advances of IT are making video conference cheaper, faster, and better.

3. The warranty department should approve problem without approval of engineering department. It is not flexible for the work process to stick with the old procedure.

4. During to familiarize with the old system, dealers still not trust on the new system. They feel safer to see expert comes to them. The company should set the dealer meeting periodically to let them know how benefit they can get from this change.

From the successful of this pilot, the company issued the policy to use Internet Technical Report to all dealers around country. The large scale of this implementation will finish in the year 2005. About the web camera correction process, SNA give IT department to study the possibility of the process in order to extend this system to all dealers in the few coming years.