COST MODEL DEVELOPMENT OF WARRANTY ON SHIP BUILDING PROCESS

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ABSTRACT

The system of after sales system currently applied in the shipbuilding process of the shipyard is difficult to control the costs to ensure the warranty clause has been agreed between the shipyard and the owner of the ship. This thesis developed the cost model of warranty on the shipbuilding process. Firstly, the data obtained by interviews the shipbuilding staffs was collected. Secondly, the existing warranty scheme of a sample shipyard was reviewed. Thirdly, the model of warranty and costing system was formulated. Then followed by designing and verifying the prototype of warranty software. The proposed warranty cost model is more accurate by the addition of damage estimation as a backup to minimize over-budget. With the increasing number of historical data that is entered into the system, the system performance will be better in the future. Based on the trials of the prototype, the calculation process of warranty software can be made in a more systematic calculation and be able to produce an accurate report and data record.

Key Word: warranty, scheme claim, software development