

CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1 Conclusion

The implementation of the Task Card application, coupled with the collaboration with partner workshops, holds significant potential to enhance cost and time efficiency in the delivery of repair and maintenance services for rotating machines. In terms of field technician management and customer service delivery, the Task Card application provides a comprehensive platform enabling dispatchers or managers to allocate tasks considering the technician's skillset and availability.

The project's hypothesis testing and Minimum Viable Product (MVP) evaluation highlight the promising potential of the field service application. The application received positive feedback from team leaders, technicians, and business owners, accentuating its effectiveness in mitigating human error and bolstering efficiency. The first hypothesis revealed the appreciation for the application's real-time scheduling, tracking, data analysis, and integrated communication features. The second hypothesis, centered on business owners, highlighted the value of features such as real-time updates, instant notifications, flexibility, and consistency in information. The third hypothesis indicated significant interest in the application, however, convincing customers of its value proposition posed a challenge. In conclusion, further improvements and additional features, such as automatic task frameworks and email notifications, alongside enhancements in user interface and user experience, are deemed necessary for the application's success.

5.2 Suggestions

For a new venture project, it would be worth investigating the potential of this field service application for small businesses in maintenance services. These businesses could potentially benefit greatly from an application that helps track their work, manage their tasks, and streamline their operations. However, in-depth

research is necessary to understand their specific needs, workflows, and challenges to tailor the application effectively.

Future enhancements could include automated task creation based on predefined criteria, automated task assignment based on team member availability or skill set, and email notifications for task status changes or new assignments. Integrating with third-party systems such as CRM software or inventory management systems could improve efficiency and enable more data-driven decision-making. Additionally, offline access to critical information could ensure uninterrupted work even in areas with limited internet connectivity. These enhancements could further increase the application's versatility and value for small businesses.

