

Evaluation of Outfit Rental Fee Payment Processing System of LMFH Company

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Abstract

The way Filipinos dress has been evolving over the years; thus, the rental business is rapidly emerging in the fashion industry. As the population grows, fashion business needs to arise to cope with the demand in the society. LMFH Company, as the market leader and supplier in the industry for more than fifty years of existence, has to integrate approaches to keep their proven track record of quality service. However, the company is currently experiencing performance issues due to the ineffective outfit rental payment system that is affecting the whole operation.

The study aims to reinforce the goal of the company towards quality service by addressing the performance issues and improving the capability, capacity and competency of outfit rental fee processing system. The study made use of interview, questionnaire, observation and document analysis to acquire data. Queuing analysis, PIECES framework, data flow diagram are employed to analyze the data.

The results showed miscalculation of amounts payable, lack of document control, and double booking of rented items. Installation of rental payment software with data visualization, integration of barcode system, and worker levelling are then proposed.

Keywords

Rental System, System Evaluation, Systems Engineering