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LAMPIRAN

Daftar Revisi

No	Revisi	Halaman
1.	Tambahkan aspek-aspek apa saja yg bisa digunakan utk menilai efisiensi selain dari sisi waktu.	Telah diperbaiki pada hal 34.
2.	Tambahkan faktor2 yang bisa mempengaruhi hasil pengujian.	Telah diperbaiki pada hal 238.
3.	Tambahkan hasil wawancara akhir dari penguji untuk memperkuat temuan	Telah diperbaiki pada hal 213.
4.	Kesimpulan tambahkan kelebihan & kekurangan masing-masing skema	Telah diperbaiki pada hal 239.
5.	<i>Typo</i> pada judul.	Telah diperbaiki pada halaman cover.
6.	Kata asing bercetak miring/italic	Telah diperbaiki pada halaman
7.	Ditambahkan penelitian terdahulu yang mendukung hasil dari penelitian anda.	Telah diperbaiki pada halaman 236-238.
8.	Gambar 3.1. tahapan penelitian bagian <i>manual testing</i> dan <i>automation testing</i> apakah berbeda ? jika iya perlu diperbaiki.	Telah diperbaiki pada halaman 27-28.
9.	Tool dipindah ke bab 3.	Telah diperbaiki pada halaman 26.

10.	Kenapa harus membandingkan <i>manual</i> dengan otomatis ? kenapa tidak <i>hybrid</i> saja (<i>manual</i> + otomatis)? perlu dijelaskan	Telah diperbaiki pada halaman 22 dan 26.
11.	Cara scenario pengujiannya belum dijelaskan, seperti siapa yang menguji, SOP pengujiannya bagaimana?	Telah diperbaiki pada halaman 77-79.
12.	Usecase perlu diperbaiki, usecase cukup sampai dipengelolaan saja, untuk detailnya (fungsi CRUD) masuk di usecase specification.	Telah diperbaiki pada halaman 37-76.
13.	Untuk hasil membandingkan expected output dengan <i>actual result</i> baru ditarik Kesimpulan. Dikatakan berhasil jika expected output = <i>actual result</i> .	Telah diperbaiki pada halaman 209.
14.	Format dokumen diperbaiki.	Telah diperbaiki pada seluruh halaman.

Dokumentasi Wawancara dengan tim QA



PRD For Workshop Optimax Customer

1. Product Information

Name: Customer Workshop Optimax

Version: 1.0

Owner: Dewi (PIC PM)

2. Problem/Current situations

Uncentralized and non-standardized customer data management often causes difficulties in searching, verifying and updating customer information, thereby slowing down administrative processes and business communications.

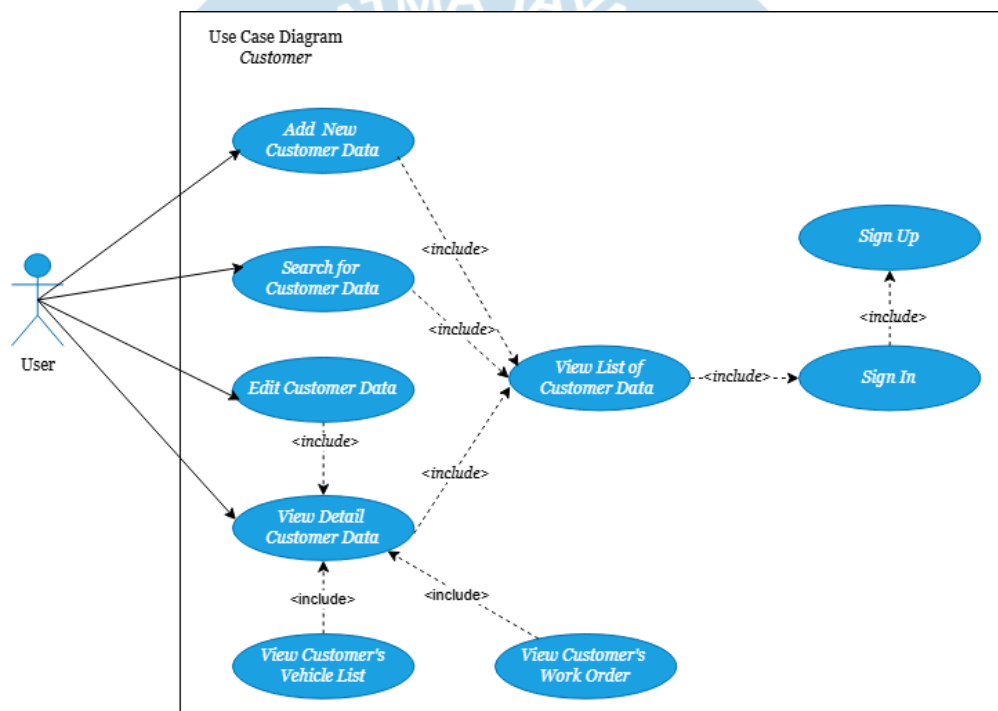
3. Objective/Solutions

Customer Workshop feature was developed to address issues in recording customer data. This feature will provide a centralized, digital, and easily accessible customer management system for users. With this feature, customer recording can be done systematically.

4. Feature on Customer Workshop Optimax

This feature allows users to:

- Add new customer data.
- View a list of registered customers.
- View detailed registered customer data.
- Edit existing customer data.
- Search for customer data.
- View a list of customer vehicles on the vehicle list tab.
- View a list of customer work orders on the work order list tab.



5. Requirement Detail

No	User Story	Acceptance Criteria	Figma Design
1.	As a user, I want to view the list of my customers.	Entry Point • Menu customer Flow • Clicking on navigation bar • View the list of customers ◦ Search bar Search by customer name. ◦ Table of customers, columns: • Customer Name • Email • Phone Number Button 'Add new customer' → this will open Register Customer form.	

2.	As a user, I want to register my new customer.	Entry Point On menu customer, click CTA: Add new customer Flow - On click, it opens the Register Customer form. Fields to complete: - Customer Name (mandatory, free text, max 50 character). - Business Phone Number (mandatory, numeric, 5-15 digits). - NPWP or Tax Identification Number (optional, free text). - Customer Email (optional, free text).	
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		• Terms of Payment (optional, select). • Billing Address - Address (mandatory). - City (Optional). - Postal Code (mandatory). - Province (optional). - Country (optional). • Contact Person → can be added multiple times and can be deleted (if no longer necessary). - Contact Person Name (optional). - Contact Person Number (Optional). - Contact Person Email (optional). - Role (optional).	
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		• Attachment. • When clicking Submit, it opens the Customer Details. • It is also listed under Customer List.	
3.	As a user, I want to view the detail of my customer.	Entry Point On menu Customer, the user can click the customer detail from the Customer List. Flow • On click, it opens the customer details. • Breadcrumb • Customer Information (Tab)	

		Customer information based on the create form. • Vehicle List (Tab) The list of customer's vehicles. Work Order List (Tab) The list of customer's work orders.	
4.	As a user, I want to update my customer data.	Entry Point On menu Customer > Customer Details, the user can update the Customer Data. Flow • Click CTA to edit customer details. • Open Edit form. • Fields to complete: • Customer Name (mandatory, free text, max 50 character).	

		• Business Phone Number (mandatory, numeric, 5-15 digits). • NPWP or Tax Identification Number (optional, free text). • Customer Email (optional, free text). • Terms of Payment (optional, select). • Billing Address - Address (mandatory). - City (Optional). - Postal Code (mandatory). - Province (optional). - Country (optional).	
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		• Contact Person → can be added multiple times and can be deleted (if no longer necessary). - Contact Person Name (optional). - Contact Person Number (Optional). - Contact Person Email (optional). - Role (optional). - Attachment. When clicking Save, it saves the updates and opens the Customer Details.	
5.	As a user, I want to see the list of the customer's vehicles.	Entry Point On menu Customer > Customer Details > Vehicle List Tab > the user can view the Vehicle List.	

		Flow • Search - Search by ID credential. • Filter - Filter by Brand, Model, Category, Subcategory. • Vehicle Table List - ID Credential - Customer Name - Brand - Model - Category - Subcategory - Detail CTA	
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		Note If the user clicks one of the vehicles from the list, it redirects the user to the Vehicle Details.	
6.	As a user, I want to see the list of the customer's work orders.	Entry Point On menu Customer > Customer Details > Work Order List Tab > the user can view the Work Order List. Flow • Search Search by Work Order No. • Filter Filter by Status, Department, Related Asset, Assigned to me and Created by me.	

		• Work Order Table List - Work Order No. - Schedule Date - ID Credential - Requested by - Status Note If the user clicks one of the work order from the list, it redirects the user to the Work Order Details.	
7.	As a user, I want to search for my customer.	Entry Point On menu customer, click search button. Flow Search Search by Customer Name.	

PRD For Workshop Optimax Vehicle

1. Product Information

Name: Vehicle WorkshopOptimax

Version: 1.0

Owner: Dewi (PIC PM)

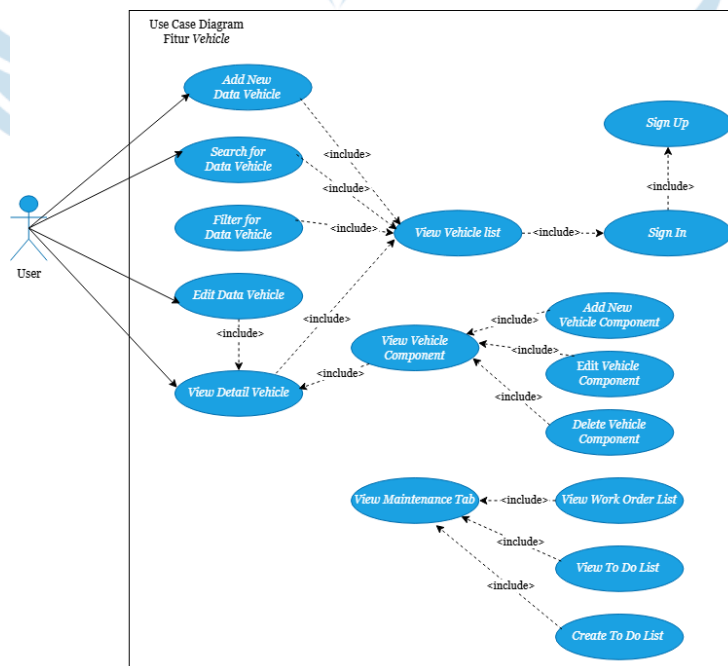
2. Problem/Current situations

Accurate and structured vehicle data recording is essential to support service and tracking processes. However, non-standardized vehicle data recording often leads to misidentification of assets, data inconsistencies, and operational constraints such as service scheduling or reporting.

3. Objective/Solutions

Vehicle Workshop Optimax feature is designed to help users record, manage, and verify vehicle information digitally and in a structured manner. This feature is also integrated with customer data, making it easier to manage and track vehicle assets more efficiently and organized in the system.

4. Feature on Customer Workshop Optimax



This feature allows users to:

- Add new vehicle data.
- View a list of registered vehicles.
- View detailed registered vehicle data.
- Edit existing vehicle data.
- Search for vehicle data.
- View Vehicle Component tab:
 - Add new vehicle component.
 - View vehicle component detail.
 - Edit vehicle component.
 - Delete vehicle component.
- View Maintenance tab:
 - View Work Order list.
 - View To Do List.

5. Requirement Detail

No	User Story	Acceptance Criteria	Figma Design
1.	As a user, I want to view the list of my vehicle.	Entry Point • Menu vehicle Flow • Clicking on navigation bar • View the list of vehicles. • Search bar Search by id credential, customer name. • Table of vehicle, columns: • Customer Name • Button 'Add new vehicle → this will open Register Vehicle form.	
2.	As a user, I want to register my new vehicle.	Entry Point	

		On menu vehicle, click CTA: Add new vehicle Flow • On click, it opens the Register Vehicle form. • Fields: • Customer Name (mandatory, dropdown by customer). • Workshop Location (mandatory, dropdown by location). • Category (mandatory, free text). • Sub Category (optional, free text). • ID Credentials (mandatory, check box).	
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		• Plate Number *if selected, (mandatory, free text). • Serial Number *if selected (mandatory, free text). • Brand (mandatory, free text). • Model (mandatory, free text). • Use unit of measurement (mandatory, check box). • Created By (mandatory, dropdown by user). • Asset Photo (optional, file). • Vehicle data (optional, by template). • When clicking Submit, it opens the Vehicle Details. • It is also listed under Vehicle List.	
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3.	As a user, I want to view the detail of my vehicle.	Entry Point On menu Vehicle, the user can click the customer detail from the Vehicle List. Flow • On click, it opens the vehicle details. • Breadcrumb • Vehicle Information (Tab) Vehicle information based on the create vehicle form. • Vehicle Component (Tab) The list of vehicles component. • Maintenance (Tab) The list of work orders dan to do list.	
4.	As a user, I want to update my vehicle data.	Entry Point	

		On menu Vehicle > Vehicle Details, the user can update the Vehicle Data. Flow • Click CTA to edit vehicle details. • Open Edit form. • Fields: Customer Name (mandatory, dropdown by customer). • Workshop Location (mandatory, dropdown by location). • Category (mandatory, free text). • Sub Category (optional, free text). • ID Credentials (mandatory, check box).	
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		• Plate Number *if selected, (mandatory, free text). • Serial Number *if selected (mandatory, free text). • Brand (mandatory, free text). • Model (mandatory, free text). • Use unit of measurement (mandatory, check box). • Created By (mandatory, dropdown by user). • Asset Photo (optional, file). • Vehicle data (optional, by template). When clicking Save, it saves the updates and opens the Customer Details.	
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5.	As a user, I want to see the list of the vehicle component.	Entry Point On menu Vehicle > Vehicle Details > Vehicle Component Tab > the user can view the Vehicle Component. Flow • Vehicle Component Table List - Component Number - Component Name - Expiry Date - Task Owner - Status - Action: - Detail - Edit - Delete Note	
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		• If the user clicks detail action button of the specific vehicle component list, it redirects the user to the vehicle component detail. • If the user clicks edit action button of the specific vehicle component list, it redirects the user to the edit vehicle component form. If the user clicks delete action button of the specific vehicle component list, it redirects the user to the delete vehicle component.	
6.	As a user, I want to add vehicle component.	Entry Point On tab vehicle component, click CTA: Add new vehicle component. Flow	

		• On click, it opens the Register Vehicle Component form. • Fields: - Component Number (mandatory, free text). - Component Name (mandatory, free text). - Expiry Date (optional, date picker). - Set Reminder before Expiry (optional, select reminder): - No Reminder - One Week Before - Two Weeks Before - One Month Before - Custom Date	
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		- Task Owner (mandatory, dropdown user list) → Show only when the reminder is set (Aside from 'No Reminder'). - Reminder expiry date (optional, date picker). - Status (mandatory, dropdown Active / Not Active). - Attachment (optional, file). When clicking Submit, newly added component is shown on the list Vehicle Component.	
7.	As a user, I want to view the vehicle component detail.	Entry Point Vehicle > Vehicle Detail > Tab Vehicle Component > CTA icon open vehicle detail.	

		Flow - On click open the component details. - Details include: - Component Number - Component Name - Expiry Date - Reminder: [Yes / No]. - Task Owner [Task Owner's name] or use "-" if the reminder is not set. - Status: [Active / Not Active]. Attachment.	
8.	As a user, I want to edit the vehicle component detail.	Entry Point Vehicle > Vehicle Detail > Tab Vehicle Component > CTA icon edit vehicle detail.	

		Flow • On click, it opens the Register Vehicle Component form. • Fields: - Component Name (mandatory, free text). - Expiry Date (optional, date picker). - Set Reminder before Expiry (optional, select reminder): - No Reminder - One Week Before - Two Weeks Before - One Month Before - Custom Date	
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		- Task Owner (mandatory, dropdown user list) → Show only when the reminder is set (Aside from 'No Reminder'). - Reminder expiry date (optional, date picker). - Status (mandatory, dropdown Active / Not Active). - Attachment (optional, file). When clicking Submit, edited component is shown on the list Vehicle Component.	
9.	As a user, I want to delete the vehicle component.	Entry Point Vehicle > Vehicle Detail > Tab Vehicle Component > CTA icon delete Flow	

		• On click, open confirmation modal. • Click Delete to delete the component. • Click Cancel to cancel the deletion process. Success component deletion will remove the component information from the list Vehicle Component.	
10.	As a user, I want to see the list of the vehicle's work orders.	Entry Point On menu Vehicle > Vehicle Details > Maintenance Tab > the user can view the Work Order List. Flow • Search Search by Work Order No.	

		• Filter Filter by Status, Department, Related Asset, Assigned to me and Created by me. • Work Order Table List - Work Order No. - Schedule Date - ID Credential - Requested by - Status Note If the user clicks one of the work order from the list, it redirects the user to the Work Order Details.	
11.	As a user, I want to see the list of the vehicle's task to do.	Entry Point	

		On menu Vehicle > Vehicle Details > Maintenance Tab > the user can view the To Do List. Flow • Search Search by task number. • Filter Filter by Status, Schedule Date and Related Asset. • To Do List Table List - Task Number - Subject - Description - Schedule Date - Updated Date - Created Date - Status	
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		- Action Detail Button → it redirects the user to the Task Details • Button 'Add new vehicle' → this will open Register Vehicle form. Note If the user clicks one of the to do list from the list, it redirects the user to the Task Details.	
12.	As a user, I want to create new task to list.	Entry Point On tab maintenance, click CTA: create task. Flow	

		• On click, it opens the Create Task To Do List form. • Fields to complete: - Subject (mandatory, free text). - Description (optional, free text). - Related Asset → it prefilled with current vehicle. - Schedule Date Time (optional, date and time picker). When clicking Submit, show success message and newly added task is shown on the To Do List.	
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1. Hasil run automation test suite Login

Search here...	
No.	Name
1	Log01 (13.972s)
2	Log02 (12.309s)
3	Log03 (13.479s)
4	Log04 (13.840s)
5	Log05 (13.216s)
6	Log06 (13.435s)
7	Log07 (13.333s)
8	Log08 (14.223s)

2. Hasil run automation test suite Customer

No.	Name
1	Cus001 - add all fields valid (35.787s)
2	Cus002 - all fields empty (17.128s)
3	Cus003 - empty customer name (25.580s)
4	Cus004 - empty bpn (25.413s)
5	Cus005 - invalid bussiness phone number (24.533s)
6	Cus006 - invalid npwp (24.801s)
7	Cus007 - invalid customer email (24.571s)
8	Cus008 - empty top (24.631s)
9	Cus009 - empty street (27.390s)
10	Cus010 - empty cp name (26.634s)
11	Cus011 - empty cp number (27.046s)
12	Cus012 - invalid cp number (27.237s)
13	Cus013 - invalid cp email (24.818s)
14	Cus014 - customer list (13.071s)
15	Cus015 - detail customer (13.049s)

3. Hasil run automation test suite Vehicle

No.	Name
1	Vec01 - all fields valid (41.583s)
2	Vec02 - all fields empty (16.951s)
3	Vec03 - customer name kosong (30.759s)
4	Vec04 - workshop loc empty (29.651s)
5	Vec05 - category empty (27.312s)
6	Vec06 - serial number empty (32.086s)
7	Vec07 - plat number empty (30.983s)
8	Vec08 - all id creds empty (31.966s)
9	Vec09 - brand empty (27.817s)
10	Vec012 - edit all valid (30.649s)
11	Vec013 - category empty (29.150s)
12	Vec014 - serial number empty (32.058s)
13	Vec015 - plat number empty (31.799s)
14	Vec016 - plat serial number empty (32.572s)
15	Vec017 - brand empty (26.297s)