

## TABLE OF CONTENTS

<b>COVER PAGE .....</b>	<b>.....</b>
<b>UNDERGRADUATE THESIS .....</b>	<b>i</b>
<b>APPROVAL PAGE .....</b>	<b>ii</b>
<b>STATEMENT PAGE .....</b>	<b>iii</b>
<b>DEDICATION PAGE .....</b>	<b>iv</b>
<b>FOREWORD.....</b>	<b>v</b>
<b>TABLE OF CONTENTS .....</b>	<b>vi</b>
<b>LIST OF TABLES .....</b>	<b>ix</b>
<b>LIST OF FIGURES .....</b>	<b>x</b>
<b>ABSTRACT.....</b>	<b>xii</b>
<b>CHAPTER I INTRODUCTION .....</b>	<b>1</b>
1.1 Background Problem.....	1
1.2 Research Problem.....	3
1.3 Research Scope .....	3
1.4 Research Objective.....	4
1.5 Advantages .....	4
<b>CHAPTER II LITERATURE REVIEW.....</b>	<b>5</b>
<b>CHAPTER III THEORITICAL BASIS.....</b>	<b>9</b>
3.1 Basic Theory on Quality Control/Assurance .....	9
3.2 Expert System .....	9
3.2.1 Knowledge Base .....	10
3.2.2 Inference Engine .....	10
3.2.3 Forward Chaining .....	11
3.2.4 Backward chaining.....	11
3.2.5 Rule-Based System Architecture .....	12
3.3 Certainty Factor.....	13
3.3 Multi-Level Model Approach to Expert System.....	15
3.4 GM EP EXP 200 Maintenance Philosophy.....	15

3.5	GM EP EXP 244 Management of SAP Preventive Routines for Maintenance & Inspection Activities.....	16
<b>CHAPTER IV SYSTEM ANALYSIS AND DESIGN.....</b>		<b>17</b>
4.1	System Analysis .....	17
4.1.1	Requirement Analysis .....	17
4.1.2	Data Acquisition .....	18
4.1.3	General Description .....	23
4.1.4	Data Analysis .....	24
4.2	System Design.....	25
4.2.1	Expert System .....	28
4.3	Multilevel Architecture .....	36
4.4	Database Design.....	37
4.4.1	Engineer Table .....	38
4.4.2	Certainty Value Table .....	38
4.4.3	Answer Table .....	39
4.4.4	Report Table.....	39
4.5	Evaluation Measurement.....	40
4.5.1	Accuracy Measurement .....	40
<b>CHAPTER V SYSTEM IMPLEMENTATION .....</b>		<b>41</b>
5.1	Expert System Implementation .....	41
5.1.1	Knowledge Base .....	42
5.1.2	Inference Engine .....	43
5.1.3	Explanation Facility .....	45
5.2	Multi-level Architecture Implementation.....	46
5.2.1	First and Second Level Expert System .....	47
5.2.2	Third level Expert System .....	53
5.2.3	Connecting the Levels of the System.....	58
5.2.4	Update Module.....	59
5.3	User Interface Implementation.....	62
5.3.1	First Frame Interface.....	63
5.3.2	Main Page Interface.....	63

5.3.3	Certainty Factor Interface .....	64
<b>CHAPTER VI EXPERIMENT RESULT AND DISCUSSION .....</b>		<b>65</b>
6.1	Expert System Accuracy Testing .....	65
6.1.1	Cross -Accuracy Measurement .....	65
6.1.2	Belief Value Measurement .....	69
<b>CHAPTER VII CONCLUSION AND FUTURE WORK.....</b>		<b>74</b>
7.1	Conclusion.....	74
7.2	Future Research and Suggestion .....	75
<b>REFERENCES.....</b>		<b>76</b>
<b>APPENDICES .....</b>		<b>77</b>