

Management Summary

The purpose of this Bachelor's thesis is to develop a procedure which takes errors and risks into consideration when calculating a contract logistics business to improve the quality of the result.

Several attempts were made to find theories supporting the general construction of error management; however, the combination of the category groups risk- and errormanagement brought the desired success. Using categorization, the errors could be strongly generalized so that a larger error region may be examined without limiting the possibility of the particular error calculation.

Adequate databases were established for the capture, treatment and protection of the errors. However, the user may only view or modify the database error capture areas.

In order to control the databases, bricks were implemented. The bricks were split in error capture, error calculation and error output or in other words error analysis. They allow the user to perform graphical input and output of error cases. The error calculation contains no graphical elements, with the exception of short messages, which on account of faulty data indicate the termination of the calculation.

For analytical purposes, a detailed output of the cost calculation was created, such that the user could evaluate the origins of produced costs and allocation of the errors at any given time.