ABSTRACT

Fast Komputer is a laptop and computer repair service provider that still uses manual recording methods. This conventional system causes various obstacles such as the risk of data loss, inefficient service processes, and a lack of information transparency for customers. This research aims to design and build a website-based service information system that can support Fast Komputer's operations more effectively and efficiently. This system is designed to record customer data, record service requests, and display repair status in real time via QR codes. The method used in this research is the Waterfall development model, which includes the stages of needs analysis, system design, implementation, and testing. Data collection was conducted through observation, interviews, and literature review. The results show that this information system can improve operational efficiency, reduce the risk of data loss, and make it easier for customers to independently obtain service status information. With this system, Fast Komputer is expected to provide faster, more accurate, and more professional service.

Keywords*: Information System, Website, QR Code, Waterfall*