SERVICE SYSTEM DESIGN

WEB-BASED ELECTRONIC GOODS

(Case Study: CV. Global Teknik Bantul)

ABSTRACT

CV. Global Teknik Bantul is a company engaged in the electronic industry, especially serving the repair of electronic equipment in the Bantul Region. This service has a problem, namely the repair data collection process, which is still manual. The consumers cannot monitor the repair process such as repair schedules and repair costs. This writing aims to build a web-based electronic appliance repair service application that is used to make it easier for consumers to make repair proposals and assist companies in serving repair requests from consumers. The data collection method used observation and interview methods, for the system model using Data Flow Diagrams, Entity Relationship Diagrams and context diagrams. The software used is MySql as a database server, Apache as a web server, Sublime Text 3 for writing PHP and HTML programming languages, and Bootstrap as a framework. The result of this research is a web-based electronic appliance repair service application using PHP (Personal Home Pages) and HTML (HyperText Markup Language) as programming languages, MySQL as database server and Sublime Text as support. It is to make it easier for consumers to ask for repairment and to monitor. It is also to make the repair processes more comfortable.

Keywords: Repair, Service, Monitoring, Electronic Equipment.