

ABSTRACT

Semarang Auto Car Palembang previously ran its vehicle service process manually, from recording customer data to managing service history, which often caused delays and irregularities in data processing. This situation necessitated a web-based information system to improve efficiency and service quality. This study aims to design and develop a web-based vehicle service application that allows customers to book services online and assists administrators and staff in managing customer data, services, and invoices digitally. The method used is the Waterfall model, which includes requirement analysis, system design, implementation, and testing using the black-box method. The final result of this research is an application accessible to three types of users with different access rights: administrators, mechanics, and customers. This application simplifies service processes, accelerates data recording, and reduces the use of manual documents. Thus, the developed system is deemed suitable for implementation to support digitalization processes within the workshop environment.

Keywords: Service, Vehicle Services, Waterfall, Black-box.