ABSTRACT

Service information system is a computer application used for business-related services, especially in storage and data processing systems and information services to business through easily and runs well. The situation is causing many companies to increase development in the field of services to improve the service even better. One of them in the laundry service. Laundry service is a related business services laundry with washer and dryer machines otomstis and cleaning fluid and a special fragrance. As for some problems in the information system service that runs the laundry storage transaction data reports of the laundry is still using the book so that the search data is not effective and efficient, and less laundry transaction data security is assured. Laundry supplies of raw materials is less controlled due to the fact that only rely on looks. Lack of precision in the calculation of the employee when the process of drying laundry so often the case the goods are exchanged with laundry laundry another costumer.

In analyzing and designing the application program to be used, the authors use the method of approach and development of systems such as design, implementation, and maintenance as well as using analysis tools such as flowmap, context diagram, DFD, data dictionary, ERD, table relations, and file structure. Implementation of the software developer used is Borland Delphi 7 because it provides adequate facilities and easy to make an application program. While Microsoft Access is used as a software developer in the database with the advantages of which can handle databases with large and small, and have the means or objects that can simplify the job for the user.

Based on these studies, the authors conclude that the results of this application program can be tested and implemented properly in accordance with what is expected. The errors that occur on the system running can be addressed with this application program. In testing this system, the tested party is the user that acts as a user of the system through black box testing techniques.

Keywords: The Information Systems Service, Laundry, Rumah Cuci.