ABSTRACT

Apple Authorized Service Provider (AASP) is a place where customers complain about Apple products complaints and damage to the product they have. Customer service section at the AASP system has had a Customer Service Order (CSO) had earlier, customer complaint and data collection is done by using a form filled out by customers, then collected and separated in the queue based on the type of goods between unfinished and finished. For important documents such as document quality control, delivery of documents stored in folders that are archived. With the system running the current block of data needs that should be available quickly, precisely and accurately. The purpose in writing this is how the system works end task, which makes the design of information systems, information systems to implement and conduct analysis and testing program is limited to the information control systems Customer Service (CSO) CV. Bintang Retailindo.

To achieve these objectives, the methods of research include the design of research using descriptive methods, methods of data collection used interviews and observations, the method used is structured method of approach, the development system method is a model prototype tool for analysis and design includes FlowMap, context, data dictionary and design database. As for software support in making this information system of CSO is Microsoft Visual Basic 6.0 as an interface and Microsoft SQL Server 2000 as the database.

With this research is to know and analyze the system that runs on a CV. Bintang Retailindo, making the design of information systems customer service order tests of information systems for CSO and put them into practice to help achieve maximum work can support a fast and accurate information.

Keywords: Sistem Informasi, Customer Service Order (CSO), structured