

## **ABSTRACT**

*Mila Bakery is a small micro business that produces banana sponge cake. It is known that the current production capacity is difficult to fulfill customer demand. The observation results show that the waiting time is quite long with other production times with an unbalanced division of labor. The problem is the imbalance of the number of machines with the number of existing demands. To be to the fulfillment of the demand, an evaluation of several aspects of the production conditions, the number of workers and the available machines is carried out. Problem solving is done based on order demand forecasting.*

*The design process begins with forecasting calculations to produce data forecasting future order demand in the banana sponge cake production process which can later be used to determine the number of machines needed. The results of calculations using the Winters method for Mila Bakery banana sponge cake demand obtained the number of machines needed is 6 (six) units of oven machines, which in this condition will add as many as 2 (two) units of machines to be able to fulfill the number of customer order requests. In addition, from the calculation results, there is no additional number of workers because the existing operators are capable of operating the machine. From these results, it shows an increase in production capacity where there has been an improvement in the production process for the better.*

**Keywords: Order Demand, Capacity, Forecasting, Winters**