ABSTRACT

"CV Dhika 4 Print" is a company which provides design and digital printing service which have 2 design operators and 5 printing operators. In managing the queue which still using the manual ways, that is by using numbered queue number. The problem which arises is the visitor confusion when the queue number obtained is called. The visitor was confused by the number of service counter, and the dispatcher was also confused to call the next queue number. This results in a buildup of queues and a decrease in visitor satisfaction over the service. Therefore, an application made a queue setting and reporting the performance of the operator's part. This application is built using prototype method with PHP programming language and using MySQL database. This app has some functionality, that is select service type, call queue number, visitor satisfaction input, manage operator data, and manage report data. The results of this application can be used as a solution to the difficulties that are often faced by the operator and visitor CV Dhika 4 Print in call queue number and get the queue number according to the type of service selected so that the queue management and presentation of the operator's performance information becomes easier.

Keywords: Applications, Queue, Report Performance, Prototype