

## ABSTRACT

*The number of vehicles in West Java have reached 16,025,120 units, consisting of 13,725,590 units of motorcycles and 2,359,530 units of cars. Bandung is one of the cities with the largest number of motorized vehicles in West Java, reaching 3,293,600 units (Source: Jumlah Kendaraan 2018 – BPS Jawa Barat). Because of the large number of motorized vehicles, the service bureaus engaged in the management of motor vehicle documentation are increasing and also a good business.*

*Windu's service bureaus are no different from competitors who are engaged in the same field who still have many weaknesses in serving their customers, namely still using an offline system. The things that happen are caused by an offline system including incomplete letters so that it can make an inefficient business process. So we need an online system that can simplify the process that takes place between the Windu service bureau and its customers and can shorten the time in arranging motorized vehicle mail.*

*The proposal given to Windu's service bureau is the proposed business process and its design and the results of data processing in the form of context diagrams, use cases, DFD, ERD which become a reference in a system design in creating a website-based application called WinduOnline. After making WinduOnline a system efficiency test was conducted using the DEA method with the results obtained 0.785. With the results of testing using the DEA, it can be stated that the system is efficient.*

*Keywords: Businnes Process, DEA, System*