

## ABSTRACT

### ***ERP SYSTEM OF SMART SME DESIGN BASED ON MODEL SERVICE IN SALES MANAGEMENT PROCESS USING SERVICE ORIENTED ARCHITECTURE METHOD***

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*Small and medium enterprises (SMEs) is one of the most field which gives significant contribution in driving economic growth in Indonesia. The main problem faced by SMEs is sales. Furthermore, most of the busniness processes owned by SMEs are still done manually and only a small part of SMEs are able to implement applications to assist their operational activities and some of it are still carried out seperately. ERP application can be one solution to help SMEs simplify, integrate and automate their business processes. The ERP application facilitate strong interactions between production, sales, finance and marketing.*

*The Smart UKM system is design using Sales Management module with implementation on a ERP system. The system model design is used to make integration between the SMEs easier and the business process can run as it should be in sales. The problem that SMEs face especially in sales department is the lack of control. Therefore, a smart feature is purposed for SMEs which is using sales channels to control sales indicator in the related SMEs in both online sales or sales in SMEs's branch. This research is conducted to design a Smart UKM service model based on ERP system on sales management module using SOA (Service Oriented Architecture) method with aim to design a business process and service in SMEs's sales. The result of this research is a Smart UKM service model based on ERP system on sales management module using SOA method and adjusted with business requirement in SMEs's sales in Indonesia.*

**Keywords:** *ERP, Sales Management, SOA, UKM*