

ABSTRACT

In the era of market globalization, it affects trade behavior to meet consumer needs, as well as micro, small and medium enterprises (MSMEs). The problem commonly faced by MSMEs is information management which results in a lack of work efficiency because some businesses use information technology.

Production activities are vital in a business that involves the process of making raw materials into finished goods and cannot be separated from production activities. This activity is one of the important things for a company because a business requires a product as a selling point.

The problem that is usually faced by production units is that data recording is still manual which causes obstacles to the business process itself. The trigger for this problem is generally because a business does not use information technology to process production data according to the company's needs because of the budget allocation for other needs to support the business.

This study resulted in a production application for MSMEs with a shared service concept to solve problems in managing production data at no cost and assist in overcoming limited resources. Shared service is an integration of the business model, which supports available resources for use by integrating and operating activities in all departments.

This study applies the waterfall development method as a guide in researching with systematic work and making it easier to control projects and scheduled developments. The application is implemented in a user-friendly website-based product built with frontend layer and backend layer.

Keywords— application, production, shared service, waterfall, website, MSME