

ABSTRACT

The Regional Technical Implementation Unit (UPTD) for the Food, Processed, and Packaging Industry (IPOK) which is sheltered by the Office of Industry and Trade of West Java Province has an important role in customer affairs. One of them is carrying out some operational technical activities in the field of food, processing and packaging industry development. The UPTD Processed and Packaged Food Industry (IPOK) has the main task of carrying out some technical operational activities in the field of various forest product and packaging industry development. There is a problem that often arises apart from delays. Misinformation related to customer identity and the number of customers who have made complaints (complaints) is also a problem that often occurs. The assessment is paper based and due to Covid-19 which has contributed to the difficulties in collecting customer satisfaction data and the potential for raw data to be lost because customers who fill in data manually cannot provide a response by presenting satisfaction from the service

In designing this Final Project the author uses the Waterfall method as a way to create a customer satisfaction assessment system flow besides that there are also system testing methods used in this design, namely Black box and User Acceptance Test (UAT).

The result of this Final Project is a Website-Based Customer Satisfaction Assessment System that can provide information and facilitate the assessment of available Service Unit performance results and the system will be monitored directly by the Head of Service.

With this research the assessment of service quality can be seen from quarterly comparisons of the aspects that have been determined by the UPTD IPOK Head of Service as the problem owner can directly observe the assessment given by the customer to the service unit that provides services from the aspects that have been determined in carrying out the service.

Keywords — UPTD Food Processing and Packaging Industries, Waterfall.