

**IMPLEMENTASI METODE DESIGN THINKING UNTUK PENGEMBANGAN
APLIKASI PENGELOLAAN SUMBER DAYA LAYANAN SERVIS BENGKEL
MOBIL
(STUDI KASUS : BENGKEL CROCODILE REPAIR & CUSTOM)**

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Abstract

The workshop has limited servicing resources. The service resources referred to are staff, namely mechanics/technicians and team heads, service equipment that is often used interchangeably and is limited, namely the type of car workshop equipment & special service tools, and pit use resources. If many visitors come to the workshop and want to service or repair the vehicle, there will definitely be a spike in the queue if it exceeds the capacity of the workshop. For that, all resources must be used and there is an entity that can manage workshop resources. Management includes setting up the use of service tools, scheduling the use of pit stops, selecting vehicles to be serviced by technicians and team heads, and inventorying the prices of spare parts and vehicle service prices. So in this study developed an application that can manage the use of service resources in the workshop. This application is web-based and application development is carried out using the design thinking method which has 5 stages, namely empathize, define, ideate, prototype, and testing. This method focuses on finding solutions, exploring and building ideas. After the application development was carried out by the UAT test, it could be concluded that the questions in the design, efficiency, and function categories received a percentage value of 86,67% and the application gets very good criteria.

Keyword : design thinking, website applications, service resources
