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**Abstract**

***Quality of service at hair salons is crucial for maintaining customer satisfaction. However, many salons issues such as unstructured queues, conventional financial reporting, poorly organized inventory and difficulty in receiving customer feedback. Unstructured queues cause discomfort and lower service quality. Conventional transaction recording can lead to calculation errors and inefficient reporting processes. Poorly structured service systems can degrade service quality. Difficulty in receiving customer feedback can hinder the evaluation and improvement of service quality. This topic is important because it can enhance service quality through technology integration. Author developed a Management Information System for Harry Salon based on Android using Flutter and MySQL, connected via API with Node.js for structured data storage. Waterfall method and UML Iconix Process were used for application design, with stages including Requirement Analysis, System Design, Implementation, Testing, Deployment, and Maintenance. Testing was conducted using blackbox testing and the System Usability Scale (SUS) to ensure the application functions according to user expectations and needs. This application provides features for managing customer queues, recording financial reports, and managing inventory. Additionally, customers can provide feedback for service evaluation and improvement by Harry Salon. With this application, Harry Salon can enhance service efficiency and quality, thereby increasing customer satisfaction.***

**Keywords: android, *queue*, harry salon, uml iconix process**

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