

ABSTRACT

The automotive industry in Indonesia continues to grow, especially in major cities like Jakarta, where vehicle ownership increases yearly. As the number of vehicles rises, so does the demand for maintenance and repair services. However, many workshops, including PT X, still use manual reservation systems, which often result in long queues and uncertain waiting times, reducing customer convenience. To address this issue, a mobile application based on Android was developed to enable customers to efficiently book workshop services. This application is designed to provide real-time service information, assist in service schedule management, and improve the operational efficiency of the workshop. The application development follows the Scrum methodology, allowing an iterative and flexible process to meet user needs. With this application implementation, PT X is expected to enhance service quality and provide a better experience for customers.

Keywords: Mobile application, workshop reservation, vehicle service, Android, Scrum.