

ABSTRACT

The laundry business is a service enterprise that meets the need for clothes-washing services. Currently, the service aspect for both users and stores does not yet have an organized system. Therefore, a mobile-based application was developed for customers and a web application for managing order data. The application is designed using the Flutter framework and SQL database with a client-server concept. The development and construction of the application use a structured method, including Unified Modeling Language (UML) and Entity Relationship Diagram (ERD). The implementation process involves requirements analysis, system design, implementation, and testing to ensure the application functions as needed. This application is designed to handle ordering processes, payment transactions, and order management. The main objective of developing this application is to facilitate online laundry services and improve the operational efficiency of laundry businesses.

Keywords: Service Information System, Mobile Application, Order Management