

ABSTRACT

PT Wahana Pelita Persada faces several challenges in its logistics processes, including suboptimal shipment planning, slow handling of customer complaints, and manual recording of defective products. To address these issues, a web-based logistics information system was developed to enhance operational efficiency and support the company's business processes in a centralized and real-time manner. The system development was based on interviews with the logistics manager and CEO, and aligned with applicable regulations such as Law No. 11 of 2008 on Electronic Information and Transactions and Law No. 27 of 2022 on Personal Data Protection.

Alternative solutions were analyzed using the Engineering Design Matrix method, resulting in the selection of a web-based platform with a MySQL database. The system was implemented using the PHP programming language with the Laravel framework, and database management was carried out using XAMPP and phpMyAdmin to support the development and testing processes. Key features of the system include shipment recording, item tracking, customer complaint management, and non-conformance product documentation.

Comprehensive testing was conducted using Black Box Testing, Integration Testing, Performance Testing, and User Acceptance Testing (UAT). The test results indicate that the system functions properly, improves operational efficiency, and effectively supports integrated logistics management.

Keywords : information system, customer complaint, non-conformance product