

ABSTRACT

InVENTORY warehousing management application is an application that serves to help business owners to integrate information from all business functions in real time. This application was developed by PT. Insan Agritama Teknologi (Inagri) in 2018. So far, two new InVENTORY applications have been used, namely restaurants and retail. Therefore, PT. Insan Agritama Teknologi (Inagri) will improve the quality of InVENTORY warehousing management application services based on market needs. This study aims to provide recommendations on improving the quality of InVENTORY applications based on thirteen true customer needs using the method of quality function deployment (QFD). QFD method serves to translate each customer's needs into product characteristics based on the company's ability to be implemented. QFD method is carried out in three stages. First is the iteration QFD (House of Quality) to translate true customer needs and determine priority technical characteristics. Second is the development of concepts to create several alternative concepts that will be selected by the InVENTORY development team. The last step is the two iteration QFD (Part Deployment) to determine priority critical parts. The results of this study obtained five priority technical characteristics, twelve priority priority parts, and twelve recommendations that will be developed.

Keywords: Application of Inventory, Quality Function Deployment, House of Quality, Part Deployment, True Customer Needs.