ABSTRACK

PT Zatalini Cipta Persada is a company engaged in the provider and repair of equipment such as tools or products Instrumentation control systems and automation of brands surfaced with warranty from the Manufacturer. PT Zatalini Cipta Persada implements after sales service in a joint project with PT Pertamina Marketing. After sales service used is still semi-digital so that after sales service is not so good felt such as lack of information entered to customers, lack of company response at the time of service call, and not formal at the time of purchase or service call. Therefore, an application system is created that can perform web-based after sales service using agile method. Agile methods consist of problem identification, data collection, Business Process Reengineering, design and testing. The design of after sales service application includes technician summons service, return submission and report.

Based on the tests that have been done using the black box testing method, The dimensions used for evaluation is ISO 9126 by testing several characteristics to test the quality of a software including aspects of functionality, reliability, usability, efficiency, maintainability, and probability.The technique used in testing is distributing questionnaires to 10 application users, the application system has been in accordance with expectations and can run well.

Keywords: Application, after sales service, Agile methods, ISO 9126