

## **ABSTRACT**

*XYZ Coffee Shop has as many as 17 types of drinks that need to be mastered in the manufacturing process. The process of making the beverage has not been fully mastered by every employee, this is because knowledge about the beverage manufacturing process is still attached to senior employees and the Chief Operation Officer. This final project was conducted to document the knowledge contained in senior employees and the Chief Operation Officer.*

*In this final project, senior employee knowledge is in the form of tacit knowledge and explicit knowledge. The knowledge is processed and documented using the SECI method (socialization, externalization, combination, internalization) to produce best practices related to beverage manufacturing activities. At the socialization stage, it is carried out to explore the tacit knowledge contained by senior employees. Furthermore, the externalization stage is carried out to process tacit knowledge into explicit knowledge. Furthermore, the combination stage is carried out to produce new explicit knowledge through the brainstorming process. The last stage is internalization to carry out socialization related to best practices that have been generated from the previous stage. The results of these best practices are then used to design e-learning applications. In this final project, the design of e-learning applications uses the ADDIE method (analyze, design, development, implementation, and evaluation). At the analyze stage, identification is carried out regarding the required data requirements, then the design stage is carried out data processing using the SECI method. At the development stage, the e-learning application design is carried out, then at the implementation stage, e-learning application trials are carried out, while the last stage, namely the evaluation, is carried out by evaluating the applications that have been designed.*

*The results of this final project are 6 best practices related to beverage manufacturing activities. The best practice is packaged in the form of an e-learning application equipped with a quiz feature to measure the scale of understanding of new employees at XYZ Coffee Shop regarding beverage-making activities.*

**Keywords:** **ADDIE, e-learning, employee, knowledge, SECI**