ABSTRACT

The development of technology in the industrial sector is widely used by companies in increasing the effectiveness and efficiency of production. This improvement can be done by monitoring and controlling. For this reason, the technology that can be utilized to facilitate the process of monitoring and controlling at the operational management level is by reporting. However, currently there are problems regarding reporting complaints and feedback from customers. Some complaints caused by products that do not meet the standards can be considered by factory operations.

The solution provided to help resolve the problems owned by the factory is to develop a factory operational management information system called the factory management operational reporting application. Therefore, it is necessary to develop a website-based application with the name reporting application for factory operational management in the hope of solving problems faced by factory operations. The reporting application developed will provide features that can be utilized by factory operations in obtaining information about reporting complaints that occur when customers make product purchases and feedback given from customers and can more easily get information about complaints that are happening with the purchased product.

Keywords: ***Reporting, website, monitoring, controlling, feedback, complaints***.