

ABSTRACT

DESIGN OF SMART SME ERP SYSTEM BASED ON DOLIBARR IN SALES AND DISTRIBUTION PROCESS USING ACCELERATED SAP METHOD

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Small and Medium Enterprises or SMEs is a group of economic actors with the largest number and biggest contribution to the Indonesian economy and development. Along with the increase in the number and competitiveness of SMEs, especially in the era of digitalization, the sales and distribution process of SMEs that still adopt the traditional sales system has the potential to cause problems. Problems that have the potential to arise are the lack of qualified resources and errors in data also communication between departments in SMEs that can affect service to customers, hinder decision-making regarding sales strategies, also revenue growth. Therefore, SMEs need an information system that can support sales and distribution process in order to overcome or avoid these problems while improving the quality of the SMEs. Based on problems in sales and distribution process of SMEs, the solution is making an ERP system design smart SME based on Dolibarr using the Accelerated SAP or ASAP method until the business blueprint stage that aims to produce the best practice that can be used as a reference in implementing information system so the business process will run more effective and efficient because it uses qualified resources and integrated in real-time between departments. The results of this research are the blueprint design of the SME smart ERP system based on the Dolibarr Customer Relationship Management module in the form of targeting business processes and mockup forms that have been adapted to the problems and needs of SMEs in general in order to support sales and distribution business processes so that problems are resolved and avoided, and become the standard for SME business in Indonesia.

Keywords: ERP, Smart SME, Dolibarr, Sales and Distribution, Accelerated SAP