ABSTRACT

Queues are an important part of fast food restaurant operations that offer convenience and speed in serving food. However, with the increasing number of customers, long queues and poor queue management often occur, as experienced by the XYZ restaurant. This not only affects customer satisfaction and loyalty, but also affects employee performance. Therefore, a solution is needed in the form of a mobile application for partners with features that can help partners, especially in managing queues. The queue partner mobile application will be developed using the Flutter framework and implementing a clean architecture by dividing the system into several layers to separate business logic from specific platform implementations. This implementation will make it easier to develop data management from the backend to the frontend. The results of the SonarQube test show that this application received an A grade at the maintainability level, with a debt ratio of 0.4%, which shows that the implementation of Clean Architecture with the help of SonarQube has succeeded in maintaining code quality. Display testing is carried out using User Acceptance Testing (UAT) for partners to ensure that the implementation of the application display is in accordance with user needs and application functionality. The test results of all application displays have reached 100% conformity in the implementation and functionality of the application.

Keywords: queuing, mobile application, clean architecture, flutter, user acceptance test, maintainability