ABSTRACT

PT Macroscope Berdikari Nusantara is a company engaged in garment manufacturing services. The company faces challenges in the ordering and monitoring processes due to manual record keeping using spreadsheets and suboptimal monitoring. This research aims to design a web-based order activity monitoring information system.

The research begins with the waterfall method as the for system development, while the SECI method is used to manage tacit and explicit knowledge related to the company's business processes. The socialization stage involves extracting tacit knowledge from the owner and employees through interviews. The interview results are then transformed into explicit knowledge in the form of business process flowcharts. The combination stage involves brainstroming to propose business process improvements. Subsequently, in the system design stage created to model the system design. The implementation stage includes creating website interface mockups.

The result of this research is a web-based order activity monitoring system design to minimize order delays by providing features tailored to the company's user needs. Verification and validation are conducted through black box testing and User Acceptance Testing (UAT) to ensure the system functions properly and meets user requirements.

The research results indicate that the design of the web-based order activity monitoring information system is expected to improve accuracy in order management, reduce the risk of order data recap errors, and facilitate real-time order monitoring. This research contributes to the application of information technology to enhance the company's operational performance.

Keywords : ***Confection*****, *Monitoring, SECI, Website, Waterfall***