

**IMPROVEMENT OF STOCK CHECKING SYSTEM AT RUMAH
BATIK FENDY**

A THESIS

**Submitted as Partial Fulfillment of the Requirement for the
Bachelor's Degree in Industrial Engineering**



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IDENTIFICATION PAGE

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ORIGINALITY STATEMENT

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ABSTRACT

Rumah Batik Fendy is an apparel retail store established on 7th July 1992. The store is located at Jl. Diponegoro, Gemblegan, Kalikotes, Klaten. The research to define problems at the shop was conducted from May – June 2021. The research focuses on the complaints at the shop that involve four stakeholders, they are cashiers, shopkeepers, owner, and customers. The main focus of the research is solving customer complaints but can accommodate the problems that are faced by other stakeholders.

It was known that 15 out of 32 customers had complained about the waiting time to get precise information on product availability in store. This condition happens because stock placement in the storage is an irregular arrangement. The other cause of longer waiting time is shopkeepers picking up the wrong customer's desired product because sometimes the products have similar models or patterns. Another cause is that shopkeepers need to be more accurate in giving detailed information because there is no stock data recording in the store. According to the observation, the average waiting time for a customer to get clear information from storage is more than 12 minutes.

Based on the discussion with stakeholders, it was known that the root cause of customers' complaints to solve in this capstone project is the waiting time. To solve the waiting time problem of Rumah Batik Fendy, several alternatives are provided, they are re-laying out the product placement in storage, and building automatic system information. After that, one solution is selected according to several criteria provided by stakeholders, such as 1) urgency, 2) cost, 3) modernization, and 4) ease to use. The selected solution is to build automatic system information.

The implementation of the design of the solution was conducted from June to July 2021. The proposed solution can reduce the waiting time from 12 to less than 3 minutes.

Keywords: Retail store, Longer waiting time, Information Systems.