

ABSTRACT

DESIGN AND DEVELOPMENT OF A SCRUM BASED WEBSITE FOR LAUNDRY CUSTOMER MANAGEMENT AND *WHATSAPP* NOTIFICATION SYSTEM

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This research developed and implemented a web-based laundry management system using the Scrum method to enhance operational efficiency at Bingo Laundry. The main problem faced was manual record-keeping, which often resulted in errors due to human error and took longer to complete. To address this issue, the developed system provides an easy-to-use website interface, allowing for efficient order management and pickup scheduling. Additionally, the integration of WhatsApp notifications within the application provides customers with real-time information about the status of their laundry. Results from Black Box Testing indicate that the system functions as expected with minimal errors, validating the system's stability and reliability in supporting day-to-day operations at Bingo Laundry. The implementation of this system not only improves operational efficiency but also enhances customer interaction, significantly increasing customer satisfaction.

Keywords : Blackbox Testing, Laundry, Scrum, Management system