

ABSTRACT

CV Maju Cargo is a company engaged in freight forwarding, delivering goods door to door in the West Java area. The company's managerial staff still records shipping transaction data in writing. This system is designed to assist the company's data management process and reduce the risk of errors that often occur in the process of recording shipping transaction data. With an integrated management information system, it is expected to improve work efficiency and provide better service to customers. This research was conducted because of the need to improve and optimize data management and services at CV Maju Cargo. The results showed that the implementation of a website-based management information system can improve service quality and reduce administrative errors at CV Maju Cargo. How this system was implemented involves several stages ranging from needs analysis, design, development, to system testing. This research aims to produce a design and implementation of a website-based freight forwarding management information system at CV Maju Cargo using the ICONIX Process method. Application testing is carried out by the company using the blackbox method. Based on the test results, it can be concluded that the application is feasible to use and in accordance with functional requirements.

Keywords : Management Information System, Freight Forwarding, Website, ICONIX Process, CV Maju Cargo