**Design and Build a Laundry Service Information System at 381 Laundry Houses with Progressive Web App**

**ABSTRACT**

Laundry House 381 is a business engaged in washing services with various service options such as kilograms (dry cleaning and ironing, dry and folding washing, ironing only, and express), laundry, and dry cleaning. The recording of transactions has not been computerized, causing a slow work process in obtaining information. Appropriate innovations are needed to solve these problems, one of which is building a website-based information system with a progressive web app. The purpose of this study is to analyze and design and build an information system for laundry services with a progressive web app. Researchers use the waterfall method and development with UML (Unified Modeling Language). The laundry service information system which will be applied to the Laundry 381 House laundry service will facilitate service to consumers who previously had to come to the place while carrying their laundry goods, with this system there is no need anymore, from picking up to returning laundry items will be done by couriers from the 381 Laundry House business. Ease by information technology, such as computers are technology that helps humans to make work easier and is expected to make improvements to the information system the system used is based on an online website, on this website also displays a list of laundry items so that customers Those who want to use this laundry service can find out how much the estimated price will be paid if they use the laundry service at Rumah Laundry 381, if they agree with the price listed, the customer will be directed to do the registration process first to the Rumah Laundry 381 website. After that got it or make an order, after ordering, a courier will come who will take the customer's laundry, in this process the customer can make a payment according to the price listed after weighing by the courier, then just wait for the goods to come back which will be delivered by the courier. After testing the application starting from the verification process, validation, to the process of picking up and returning goods by the courier, it is in accordance with the flow and algorithm that has been designed, it is hoped that this web application with progressive web app can be a solution in solving problems in Indonesia. services and services in this Luandry 381 Home business.

**Keywords:** *Information System Design, Services, Laundry, Progressive Web App*