



## Implementation Kanban method in Development System Information Web -Based Laundry Services at Happy Laundry Depok

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### Abstract

The study titled "Implementation of the Kanban Method in Developing a Web-Based Laundry Service Information System at Happy Laundry" focuses on improving transaction and financial data management. Currently, Happy Laundry records transactions manually using receipts, which are later transferred to a ledger. This manual system poses several challenges, including the risk of data loss, potential damage to records, and difficulties in performing monthly financial recapitulation. To address these issues, this research aims to design and develop a web-based laundry service information system by utilizing the Kanban method as the development approach. The Kanban method was chosen because it allows the development process to be monitored more effectively, ensures tasks are organized systematically, and provides clearer visibility of each stage of system design. The system is intended to digitize transaction recording, streamline financial management, and enhance overall operational efficiency. Findings from the research indicate that the implemented information system successfully supports the business operations of Happy Laundry. It enables more accurate and reliable transaction management, reduces human errors, and minimizes the risk of data loss. Overall, applying the Kanban method in developing the web-based system provides a structured approach that improves both the development process and the operational performance of the laundry service.

**Keywords :** Laundry Service Information System, Receipt, Kanban Method, Transaction and Financial Data Management, Website.

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## Introduction

In the current digital era, the management of business operations has undergone significant transformations. Many small and medium enterprises (SMEs) continue to rely on manual methods for recording transactions, tracking customer data, and managing financial records, which often leads to inefficiencies and operational risks (Anandya et al., 2023; Adiansyah & Al Faritsy, 2024). One such enterprise is Happy Laundry, a laundry service in Depok, Indonesia, which still processes transactions manually through paper receipts and ledgers. This manual approach introduces several challenges, including the risk of data loss, errors in recording, and difficulties in performing monthly financial recapitulations. In addition, the lack of a structured workflow limits the company's ability to monitor ongoing tasks, allocate resources efficiently, and improve overall operational performance.

To address these challenges, businesses are increasingly adopting digital solutions that integrate operational processes into a single system. Web-based information systems allow organizations to manage data effectively, automate repetitive tasks, and provide real-time access to information (Ilmi, Pradana, & Putra, 2020; Muhaimin, Setiawan, & Arsa, 2025). In the context

of a laundry service, such systems can streamline customer management, track transactions accurately, manage inventory of laundry supplies, and generate financial reports automatically. Furthermore, these systems enhance transparency and facilitate decision-making based on reliable data, which is crucial for the growth and sustainability of small enterprises (Puspitarani et al., 2024; Csernoch, 2025).

Alongside digitalization, the management of workflows within business operations is equally critical. Inefficient processes or work overload can lead to bottlenecks, delays, and reduced service quality. In this regard, Kanban, a visual workflow management method originally developed in lean manufacturing, has gained popularity in various industries, including software development and service management (Anderson, 2010; Huang & Kusiak, 1996). The Kanban method focuses on visualizing work items, limiting work in progress (WIP), and optimizing the flow of tasks. By applying Kanban principles, teams can monitor the status of each task in real time, quickly identify bottlenecks, and implement continuous improvements to increase efficiency and reduce waste (Ahmad, Dennehy, & Conboy, 2016; Ahmad, Markkula, & Oivo, 2018).

In the context of software and information system development, Kanban has been recognized for its effectiveness in managing project workflows and enhancing project visibility (Kniberg & Skarin, 2010; Ladas, 2008). Studies indicate that Kanban not only improves operational efficiency but also fosters better communication among team members and increases end-user satisfaction by providing predictable delivery and higher quality outputs (Dennehy & Conboy, 2016; Eddoug, 2025). For SMEs like Happy Laundry, the adoption of Kanban can optimize both the development process of the information system and the operational processes of the laundry service itself.

The challenges faced by Happy Laundry highlight the need for a system that integrates transaction management, customer tracking, and workflow monitoring. Currently, the manual processes are prone to errors, require significant time and effort for record-keeping, and limit the owner's ability to track the status of tasks effectively. Implementing a web-based information system with Kanban-based workflow management can address these issues by digitizing transaction records, automating financial calculations, and providing a visual representation of ongoing tasks (Adiansyah & Al Faritsy, 2024; Anandya et al., 2023). Such a system would allow staff and management to monitor operations more effectively, reduce data redundancy, and improve service delivery.

Several prior studies have explored the application of Kanban in both manufacturing and information system contexts. Adiansyah and Al Faritsy (2024) demonstrated that Kanban implementation in production environments reduces WIP and increases process efficiency. Similarly, Ahmad, Dennehy, and Conboy (2016) found that software companies benefit from Kanban through increased project visibility, faster issue detection, and improved task prioritization. In the accounting and SME sector, Anandya et al. (2023) highlighted that Kanban facilitates more accurate transaction recording, which is directly relevant to managing laundry operations where multiple transactions occur daily. Moreover, Puspitarani et al. (2024) applied Kanban in a shoe laundry business and concluded that the method enhances operational control and reduces errors in transactional processes. These studies collectively provide evidence that Kanban is effective in both digital and service-oriented contexts, making it suitable for implementation at Happy Laundry.

The objectives of this study are to design and implement a web-based laundry service information system that incorporates Kanban methodology for workflow management. Specifically, the research aims to (1) reduce the risk of data loss through digital transaction recording, (2) improve the efficiency and accuracy of operational management, (3) provide real-time monitoring of laundry service processes, and (4) create a system accessible across multiple devices for flexible business management (Ahmad et al., 2018; Csernoch, 2025). By achieving

these objectives, Happy Laundry can enhance service quality, improve customer satisfaction, and gain operational insights that support strategic decision-making.

The scope of this research focuses on internal operations of Happy Laundry, including transaction recording, customer management, laundry package tracking, financial reporting, and workflow monitoring using Kanban boards. The system does not currently include third-party integrations such as online payment gateways or marketplace platforms, although such features could be considered for future development. By concentrating on internal digitalization, the study aims to provide immediate benefits in operational efficiency, data accuracy, and visibility of ongoing tasks (Ilmi et al., 2020; Widjaja & Hakim, 2025).

The benefits of this research extend to multiple stakeholders. For the business, it provides a practical tool to enhance operational management and ensure accurate financial reporting. For researchers and practitioners, it contributes empirical evidence of Kanban implementation in service SMEs and highlights best practices for integrating workflow management with web-based systems. Moreover, it contributes to the broader field of Agile and lean methodologies by demonstrating how Kanban principles can be adapted beyond traditional manufacturing and software environments to service-oriented businesses (Anderson, 2010; Petersen, 2015; Poppendieck & Cusumano, 2012).

Kanban's theoretical framework emphasizes three key principles: visualizing workflow, limiting work in progress, and managing task flow continuously (Anderson, 2010; Huang & Kusiak, 1996). Visual boards allow teams to see every task in the system, identify bottlenecks, and make decisions about resource allocation efficiently. Limiting WIP ensures that staff focus on a manageable number of tasks, preventing overburden and improving quality. Continuous flow management enables iterative improvements and reduces process variability, which is essential for service industries where task volume fluctuates daily (Ahmad et al., 2018; Corona & Pani, 2013). In the context of web-based systems, Kanban boards can be integrated to monitor tasks digitally, providing a real-time snapshot of operations. For laundry services, this allows management to track each order from receipt to completion, monitor processing times, and allocate resources efficiently. Studies by Ilmi, Pradana, and Putra (2020) and Muhaimin, Setiawan, and Arsa (2025) highlight that web-based Kanban integration reduces errors, improves workflow clarity, and enhances operational control. Furthermore, digital Kanban boards offer the advantage of remote monitoring, enabling management to oversee operations even outside the physical premises.

The adoption of Kanban in SMEs has been shown to improve organizational performance. Dennehy and Conboy (2016) conducted multiple case studies in small enterprises and found that Kanban enhances coordination, reduces delays, and improves overall productivity. Similarly, Eddoug (2025) emphasizes that integrating lean principles with Agile practices, including Kanban, allows organizations to respond more effectively to operational challenges and achieve continuous improvement. In the context of Happy Laundry, these benefits are critical, as the business seeks to reduce manual errors, improve transaction management, and optimize service delivery in a competitive environment.

Several studies specifically support the application of Kanban in service and transactional environments. Adiansyah and Al Faritsy (2024) demonstrated that visual workflow management reduces process bottlenecks in production lines, which parallels the challenges faced in managing laundry operations. Anandya et al. (2023) highlighted that SMEs implementing Kanban in accounting and transaction systems benefit from reduced data entry errors and improved reporting accuracy. Puspitarani et al. (2024) applied Kanban in a shoe laundry context, showing that workflow visualization significantly reduces operational inefficiencies and enhances customer satisfaction. These findings collectively indicate that Kanban is a robust methodology for improving process efficiency and data reliability in service-based SMEs.

Furthermore, the integration of Kanban with web-based information systems aligns with modern digital transformation strategies. Web-based systems allow centralized storage of

transactional data, automated calculations, and remote access for monitoring and reporting (Muhaimin et al., 2025; Widjaja & Hakim, 2025). By combining these capabilities with Kanban methodology, Happy Laundry can achieve both operational efficiency and enhanced process visibility. Such integration ensures that the system not only automates manual processes but also provides management with actionable insights for strategic decision-making.

In conclusion, the implementation of a web-based laundry service information system integrated with Kanban methodology addresses the core operational challenges faced by Happy Laundry. It reduces the risk of data loss, improves workflow efficiency, and enhances service quality through real-time monitoring and structured task management. This research contributes to both practice and theory by demonstrating the applicability of Kanban in service-oriented SMEs and offering a model for integrating workflow management with digital information systems (Ahmad et al., 2016; Kniberg & Skarin, 2010; Ladas, 2008). The study serves as a foundation for further research on workflow optimization and digitalization in small businesses, highlighting the benefits of combining Agile methodologies with modern information technologies.

## Method Study

Method research used is approach method Kanban development method kanban is approach visual management that organizes and monitors flow Work in projects . Tasks prioritized in board divided kanban become columns that represent the status of start work until completion . The team works with the "pull" principle , where task done in accordance with demand and capacity . Kanban is based on a series of principles and rules that help increase channel work and efficiency . The following is principles most important Kanban:

### a. Visualization

Principle The main Kanban is visualization of work processes . This often achieved through Kanban board that displays tasks and steps Work in column . Visualization This allows team For view job status in a way at a glance .

### b. Current Job Limit Work in progress (WIP)

Every columns on the Kanban board have amount maximum task or cards that can accommodated in One time . This help prevent congestion and focus finish task before start task new .

### c. System pull

Kanban follows system pull , where the task started only when capacity and demand possible . With Thus , the task withdrawn based on request , instead forced .

### d. Clear process rules

Clear rules must set for the work process so that everyone is in team understand How task handled and steps what is required . Rules This push transparency and consistency .

### e. Focus on the flow Work

Kanban focuses on optimization channel work and minimize obstacles . This is done with review and adjust work in a way sustainable to run fluent .

### f. Repair sustainable

Principle The important thing about Kanban is repair sustainable . The team must analyzing work processes in a way periodically , identify weaknesses , and take action For optimize it .

### g. Bait feedback and collaboration

Kanban push communication and collaboration in team. Bait regular returns and exchanges information help improve work processes and avoid obstacle .

### h. Service Level Agreement (SLA)

In a number of Kanban system , SLAs are set For ensure task completed in term time certain . This is help prioritize processing tasks and identify obstacles (Walter 2023).

Writer designing Kanban method with make cards assignment on design build a laundry website for ensure every stages development system can managed with good . Card task the arranged based on needs that have been identified . The following is design board kanban in research This :

TO DO	IN PROGRESS	DONE
DESAIN SISTEM		
DESAIN DATABASE		
DESAIN PROTOTIPE WEBSITE		
IMPLEMENTASI DATABASE		
PENBUATAN SERVICE BACKEND		
IMPLEMENTASI PROTOTIPE WEBSITE		
PENGUJIAN KINERJA WEBSITE		

As for stages used For designing system information This divided to 6, including that is :

a. Stage Beginning Study

Stage This is the most important stage Where writer determine topic , object research , and as well apply the method that will be used in research This .

b. Stage Data collection

At the stage this , the author using 2 techniques data collection , namely :

1) Observation

That is writer do review in a way direct to location of the author do research to obtain information of a nature actual and factual .

2) Literature

That is with do studies library through reading and review to books , journals , and work scientific other related matters with design system in study This

3) Interview

That is questions that the author submit with face to face advance in a way direct to location study use dig information more in about need systems and constraints that the author face it .

c. Stage Analysis Design

At the stage This writer aim For do design the basic system from results analysis needs that have been Once done previously .

d. Stage Development System

At the stage this , system developed in accordance results analysis and design that has been done there is . The process done with do implementation of design diagrams become form program code that can executed and carried out in a way gradually .

e. Stage Testing System

After development system finished , author do testing For the system that has been writer build . Testing intended For ensure that every function inside system This walk in accordance need as well as the design that has been set previously .

f. Stage Evaluation and Revision

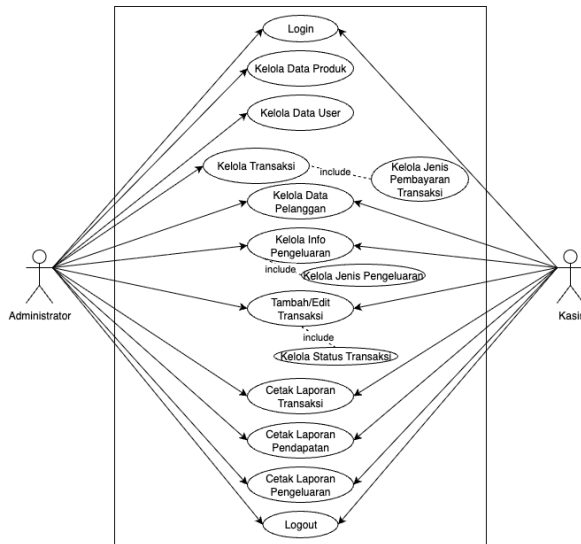
Stage This is stages final from the research process the writer who aims For evaluate results testing system in a way comprehensive .

## Results and Discussion

a. Research result

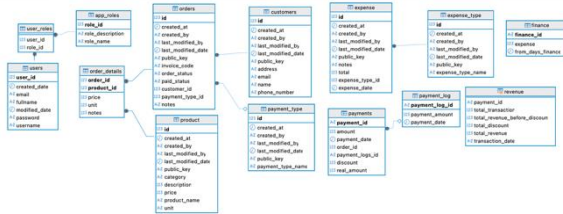
1) Use Case Diagram

Explain interaction between actor with system . Actors in the system This including administrators and cashiers .



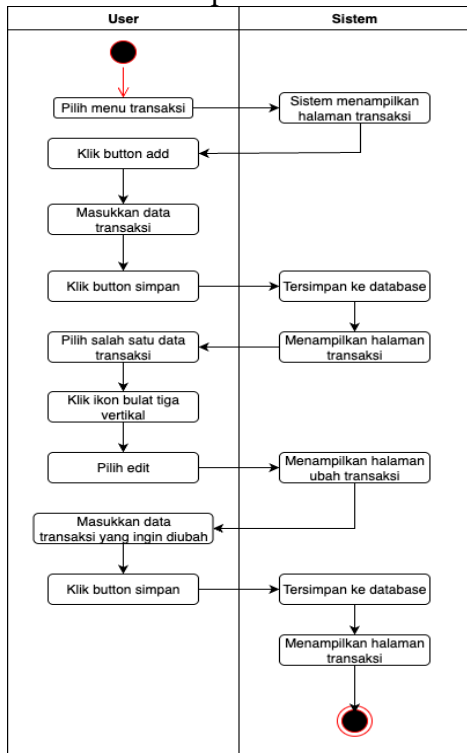
2) Class Diagram

Describe structure class along with attributes and relations between class used in system .



3) Activity Diagram

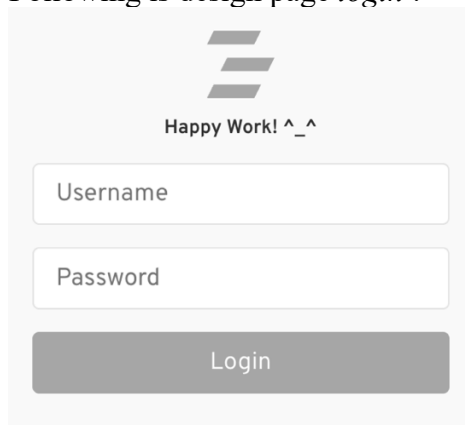
Explain channel activity in the business process , starting from customer do booking until transaction completed .



b. Discussion

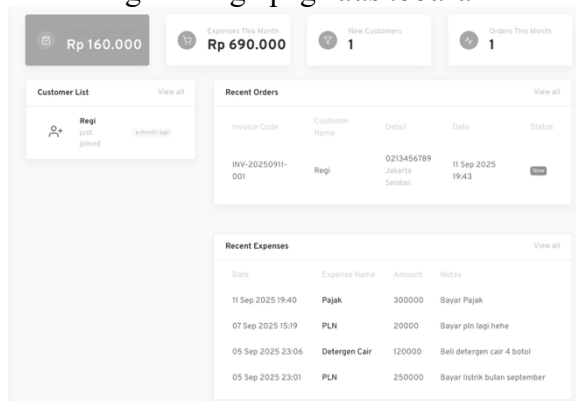
- 1) Implementation System
- a) Login Page

Following is design page *login* :



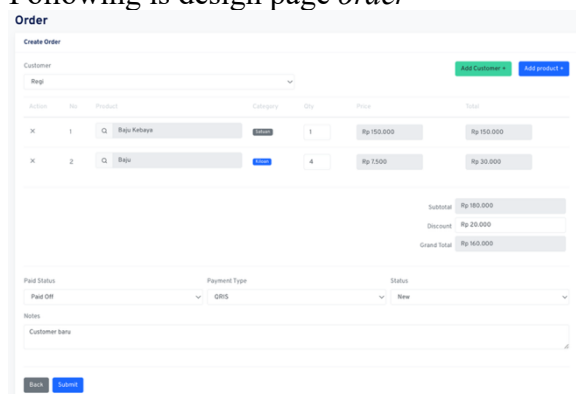
b) Dashboard Page

Following is design page *dashboard*



c) Order Page

Following is design page *order*



2) Black Box Testing

Testing done For ensure that system has walk in accordance with needs and functionality that have been determined . On the system information This web- based laundry service , method the tests used is testing *Black Box* , which focuses on inspection functions system without see structure program code .

No.	Testing	Insert	Expected results	Test Results
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1.	Login	Username administrator = Password password =	When users enter <i>username</i> and <i>password</i> according to what is registered in the system , then users succeed enter .	Succeed
		Username administrator = Password 123456 =	When users enter <i>username</i> and <i>password</i> No appropriate , then users fail enter to in system .	Succeed
2.	User Menu	Plus <i>User</i> New	When users enter <i>user</i> data new <i>user</i> new will registered in the system .	Succeed
		<i>User Update</i>	When users updating <i>user</i> data registered in the system , <i>user</i> data will changed .	Succeed
		<i>Delete User</i>	When users with <i>administrator</i> role delete one <i>user</i> , data will deleted from the system	Succeed
3.	<i>Customer</i> Menu	Plus <i>Customer</i> New	When users enter <i>customer</i> data new <i>customer</i> new will registered in the system .	Succeed
		<i>Update Customer</i>	When users updating <i>customer</i> data registered in the system , <i>customer</i> data will changed .	Succeed
		<i>Delete Customer</i>	When users with delete one <i>customer</i> , data will deleted from the system	Succeed
4.	Menu Type Payment	Plus Type Payment New	When users enter data type payment new , data type payment new will registered in the system .	Succeed
		<i>Update Type Payment</i>	When users update type data payments registered in the system , data type payment will changed .	Succeed
		<i>Delete Type Payment</i>	When users with delete one type payment , data will be deleted from the system	Succeed
5.	Product Menu	Plus Product New	When users enter product data new , product data new will registered in the system .	Succeed
		<i>Update Product</i>	When users update product data registered in the system , product data will changed .	Succeed
		<i>Delete Product</i>	When users with delete one product , product will deleted from the system	Succeed
6.	Menu Type Expenditure	Plus Type Expenditure New	When users enter data type expenditure new , data type	Succeed

			expenditure new will registered in the system .	
		<i>Update</i> Type Expenditure	When users update type data expenses registered in the system , data type expenditure will changed .	Succeed
		<i>Delete</i> Type Expenditure	When users with delete one type expenditure , data will be deleted from the system	Succeed
7.	Expense Menu	Plus Expenditure New	When users enter expenditure data new , expenditure data new will registered in the system .	Succeed
		<i>Update</i> Expenditure	When users updating expenditure data registered in the system , expenditure data will changed .	Succeed
		<i>Delete</i> Expenses	When users with delete one expenditure , data will be deleted from the system	Succeed
8.	Transaction Menu	Plus Transaction New	When users enter transaction data new , transaction new will registered in the system .	Succeed
		Transaction <i>Update</i>	When users updating transaction data registered in the system , transaction data will changed .	Succeed
		<i>Delete</i> Transaction	When users with <i>administrator role</i> delete one transactions , data will be deleted from the system	Succeed

## Conclusion

Based on the results of the research presented in the previous chapters, several conclusions can be drawn regarding the implementation of a web-based laundry service information system at Happy Laundry using the Kanban method. First, the system has been successfully developed to assist Happy Laundry in managing its daily business operations more efficiently. The system supports key operational functions, including recording customer transactions, managing customer data, organizing service product information, and performing financial recapitulations. By utilizing the Bootstrap framework, the system provides a user-friendly interface that enhances usability, making it easier for staff to navigate and perform tasks without requiring extensive technical knowledge. The integration of the Kanban method in the development process has also allowed for better workflow visualization and monitoring during the project, ensuring that each stage of system development was completed in a structured and systematic manner.

Second, the system underwent rigorous functionality testing using the Black Box Testing method, which verified that all features operated according to the specifications and requirements set out at the beginning of the project. This included the testing of modules such as user management, transaction processing, categorization of service types and expenditures, payment management, product management, and customer management. The results indicated that each feature functioned correctly and met the intended objectives. Consequently, the system has been deemed reliable and suitable for daily operational use within the laundry business. Overall, the development and testing of this web-based system demonstrate its potential to significantly

improve operational efficiency, data accuracy, and service quality at Happy Laundry, providing both practical benefits for staff and strategic advantages for business management.

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