

ABSTRACT

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PERFORMANCE EVALUATION ANALYSIS OF BOTTOM INVENTORY APPLICATION AT PT. XYZ

PT. XYZ is a company engaged in the production of footwear, particularly sports shoes, and serves as the venue for the practicum in the Professional Work Program. The main activity of the practitioner is to analyze the performance of the Bottom Inventory application to measure how effectively the application supports the company's business processes. This analysis involves active user experiences from the employees of the Bottom Department, including the Rubber, Injection Phylon, and Poly Urethane Departments. The data analysis will employ the Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI) methods, allowing the practitioner to gain insights into user experiences regarding the performance and expectations of the application. The benefits extend not only to the company but also provide meaningful professional work experience for the practitioner.

Keywords: *Applcation Analysis, Bottom Inventory, Importance Performance Analysis (IPA), Customer Satisfaction Index*