DEVELOPMENT OF WAREHOUSE MANAGEMENT SYSTEM (WMS) TO IMPROVE WAREHOUSING OPERATION AT THIRD-PARTY LOGISTIC COMPANY (CASE STUDY AT PT. MULTISARANA BAHTERAMANDIRI)

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

DEVELOPMENT OF WAREHOUSE MANAGEMENT SYSTEM (WMS) TO IMPROVE WAREHOUSING OPERATION AT THIRD-PARTY LOGISTIC COMPANY (CASE STUDY AT PT. MULTISARANA BAHTERAMANDIRI)

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This research purpose is to develop a WMS for PT. Multisarana Bahteramandiri (PT. MB) using system development life cycle to guide throughout the research work and system-design v-model methodology to provide guide for design phase of WMS. PT. MB is a local third party logistic service provider based at Bekasi, Indonesia providing multiple logistic services, in which currently the warehousing service is the biggest contributor of the company total revenue. Recently, the inquiry of WMS availability is increasing either from existing customer or prospective customer, often that prospective customer choose a warehouse service provider who provides WMS, a proof that PT. MB is falling behind another competitor. Then the idea to develop WMS in purpose to increase the competitiveness in the market place is initiated.

Throughout this research, it concludes that WMS will significantly improve the warehousing operation in term of shortening lead time and providing real-time customer information sharing process which expected to increase the competitiveness of the company.

Keywords: Warehouse Management System, Warehousing, Third-Party Logistic, System Development Life Cycle, System Design, Service Oriented Architecture, System Modelling and Simulation

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DEDICATION

To the One and Only Allah SWT and the Prophet Muhammad SAW

To my beloved family for their endless support and inspiration

To my fellow friends for their motivation

And to anyone who might benefit from this thesis

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