

**AN APPLICATION OF PRODUCT SERVICE SYSTEM BOARD
FOR SERVICES EVALUATION (A CASE STUDY IN PT XYZ)**

By

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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

AN APPLICATION OF PRODUCT SERVICE SYSTEM BOARD FOR SERVICES EVALUATION (A CASE STUDY IN PT XYZ)

By

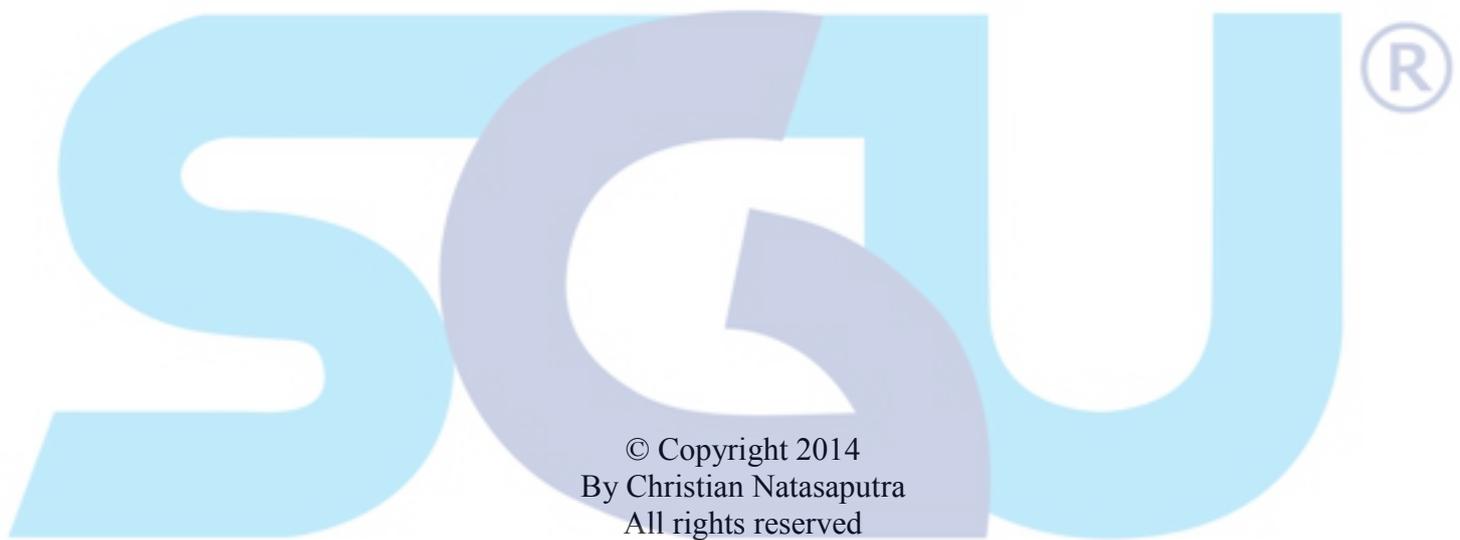
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Temporary power generation industry provides a similar product between competitors. It has made a tight competition between providers; therefore the right strategy to improve the service quality is needed to win the competition. The purpose of this study is to evaluate the provided service using Product Service System Board. The evaluation of PT. XYZ's services is based on the idea of service strategy implementation. A concept that can approach the service strategy is Servitization. The concept of Servitization can be implemented in the real cases with Product Service System methodology. The Product Service System is a rising business model to respond a competitive modern market. The approach of this methodology can be done through Product Service System Board, which has aim to visualize the current provided service. The visualization brought to the understanding of each provided services to support the current products. These services are evaluated through performance, importance and capability survey. The survey leads to the idea of the improvement of the current services. This research needs further studies in improving the implementation of Product Service System Board. The sensitivity analysis and influencing factors identification are also needed to measure the effect of each component for the output of business.

Keywords: Servitization, Product Service System, Product Service System Board, Diesel Power Plant.



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DEDICATION

To God for His infinite blessings

To my parents for their love and their endless support

To my fellow friends for their motivation and inspiration

And to anyone who might benefit from this thesis



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