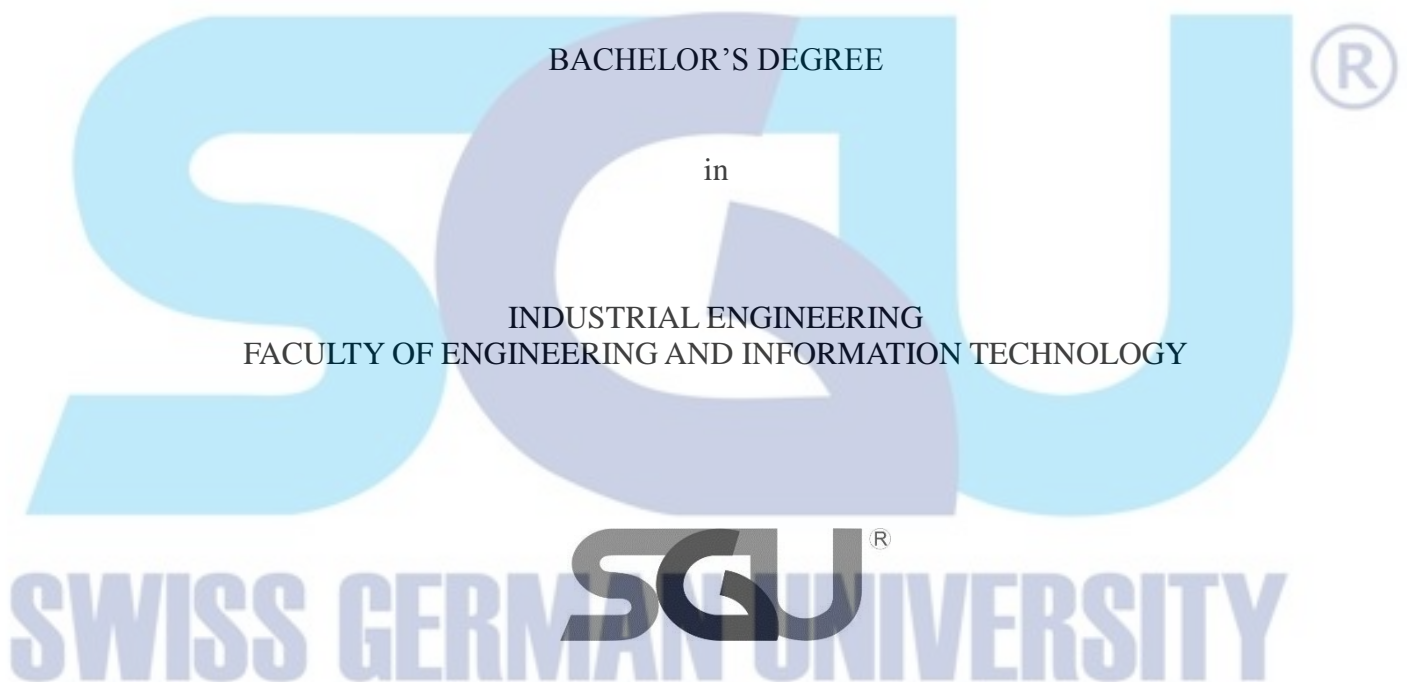


**ANALYTIC HIERARCHY PROCESS FOR YARD PERFORMANCE
RANKING AT PT. UNITED TRACTORS TBK.**

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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

YARD PERFORMANCE MANAGEMENT SYSTEM USING ANALYTIC HIERARCHY PROCESS AT PT. UNITED TRACTORS TBK

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In this competitive era, every company creates new milestones and business strategies to maintain their sustainability through change management. Criteria, such as workers' performance, as well as how they carried out the work according to the company's standard operating procedure, could become a benchmark for the success of an organization. United Tractors has acknowledged the need to improve its organizational performance. They realize that the outcome of an organization is based on the effort and correlates to how well everything functions, internally. Therefore, an initiative to improve the internal performance of the company is urgently required. Pilot study was made possible by adopting the research framework from a study made by Autry et al. (2005) and criteria for yard ranking was generated. By using Analytical Hierarchy Process as the methodology, the company was able to rank the performance of every yard based on the predetermined criteria. Using a tool of AHP, Pairwise Comparisons, they were able to determine weights for each criterion based on its level of importance to the overall workflow. The results from this study is hoped to set best practice for not only United Tractors themselves, but also to other similar organizations.

Keywords: Performance Criteria, Change Management, Weighted Score, Yard Management System, Analytical Hierarchy Process, Performance Ranking, Pairwise Comparison



DEDICATION

*To my parents for their unconditional love and support
To my advisor and co-advisor for their time, patience, and guidance
in helping me in finishing this thesis in time
To my most loving endless support system, you know who you are
Most of all, I dedicate this work for the future generations to come*



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