DEVELOPMENT OF A SYSTEM TO IMPROVE QUALITY CONTROL OF USED UNITS INVENTORY IN BRANCH AND HEAD OFFICE A CASE STUDY AT PT. XYZ

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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

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Operational of Used Equipment Department is improved in this thesis. Used Equipment Department is responsible for all used (second hand) units stock across Indonesia. Those units are located in various branches from Sumatera to Papua, including the head office located in Jakarta. In current condition, the used unit stock quality, in terms of condition and component completeness, is not well maintained. The condition of the unit is more likely to decrease when the unit arrives in head office compared to when it is purchased. To keep and monitor unit condition at any time, several solutions have been proposed. The solutions then developed into a standard procedure (SOP). By implementing the SOP, it is expected that the unit condition can be monitored at any time by UED team, which will minimize the chance of unrecorded unit's condition drop or component loss. Gap analysis methodology is used for this thesis. UED team and branch performance will be monitored by developing a monthly report. The report then will be given to management for monthly performance report. By implementing the improvement proposed in this thesis, the Company can expect an increasing performance of Used Equipment Department.

Keywords: Performance monitoring method, performance evaluation, unit quality, Used Equipment Program, Standard Operating Procedure

DEDICATION

I dedicate this works to my family,
who have given endless supports,
and to all my lecturers of Industrial Engineering,
for valuable lessons taught.

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