

ABSTRAK

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Customer Dengan Metode *Analytic Hierarchy Process* (Studi Kasus pada PT Limawira Wisesa)

PT Limawira Wisesa adalah perusahaan penyedia jasa perbaikan dan pemasangan *Uninterruptible Power Supply (UPS)* serta penjualan unit *UPS* dan *spare partnya*. Sebagai perusahaan jasa maka pelayanan terhadap *customer* sangatlah penting. Dalam menyediakan pelayanan terhadap *customer* terutama barang *customer* yang datang untuk diperbaiki perlu adanya proses penentuan prioritas *customer*. Sulitnya proses penentuan prioritas *customer* yang masih manual dan banyaknya antrian barang yang masuk sehingga tidak terselektif dengan tepat. Dalam permasalahan ini, peneliti mencoba mengubah sistem manual yang sedang berjalan dengan menerapkan sistem pendukung keputusan menggunakan metode *Analytic Hierarchy Process*. Gambaran umum metode *Analytic Hierarchy Process* adalah mencari barang *customer* yang menjadi beberapa Alternatif ke-1, Alternatif ke-2 dan seterusnya dengan kriteria level kerusakan, kondisi *urgent* dan waktu *due date* pengerjaan perbaikan. Dengan penghitungan jumlah tersebut akan menghasilkan sisa waktu pengerjaan paling sedikit atau mendekati waktu *due date* menunjukkan bahwa alternatif tersebut akan lebih diprioritaskan.

Kata kunci:

Sistem Pendukung Keputusan, *Analytic Hierarchy Process*, Penentuan Prioritas *Customer*

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ABSTRACT

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PT Limawira Wisesa is a company that provides repair and installation services for Uninterruptible Power Supply (UPS) as well as sales of UPS units and spare parts. As a service company, PT Limawira Wisesa prioritize customer service. When company providing services to customers, especially when customer wants their units to be repaired, it is necessary for company to have a customer priority determination process. The difficulty of the process of determining customer priorities in company, which is still handed by human manually, and the number of queues of incoming goods, made company determining the customers priorities are not properly selected. The researcher tries to change the problem that occur at PT Limawira Wisesa, which using current manual system for their customer service, by implementing a decision support system using the Analytic Hierarchy Process method. The general description of the Analytic Hierarchy Process method is looking for customer goods into several Alternative 1, Alternative 2 and so on with the criteria for level of damage, urgent conditions and due date for repair work. By calculating this amount, it will result in the least remaining processing time or close to the due date, indicating that the alternative will be prioritized.

Key words:

Decision Support System, Analytic Hierarchy Process, Establish Customer Priority

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