

**DEVELOPING DESCRIPTIVE DATA ANALYSIS DASHBOARD FOR HUB
WAREHOUSE DISTRIBUTION AT PT. HARMONI MITRA UTAMA**

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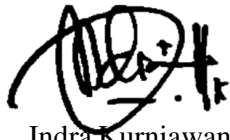


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STATEMENT BY THE AUTHOR

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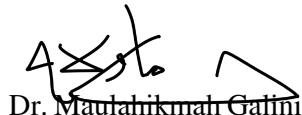
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ABSTRAK

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PT Harmoni Mitra Utama is one of the subsidiaries of United tractors engaged in transportation and logistics services located in Berau Regency, East Kalimantan - Indonesia. Currently faced with demands to accelerate the distribution process, with the best service level without reducing customer satisfaction. The problem that occurs is related to the source data of a large logistics distribution network that is still stored in conventional excel format, making it difficult for users & stakeholders to monitor in detail the actual achievements & besides that the update leadtime for distribution monitoring is long. To overcome these problems, it is necessary to integrate comprehensive data to make it faster by visualizing it through the creation of a logistics distribution dashboard. The methodology used is Waterfall methodology. Testing and analysis carried out includes unit testing, accuration test, User Acceptance Test and User Experience Questionare. This can be seen from the accuracy test results of 96% and User Acceptance Test (UAT) results of 100% during dashboard development. The results also state that the dashboard has functioned properly, and has an impact on increasing the service level of PT United tractors product support to customers to a level of 97% and the leadtime for updating distribution monitoring data which is 92% faster and gets an excellent level from the UEQ survey results. This research recommends that it can be implemented and developed further so that it becomes part of PT. United Tractors digitization program in the future. So that it is sustainable to achieve the company's vision.

Keywords: Distribution Network, Service Level, Dashboard Development, Digitization Program, Waterfall methodology

ABSTRAK

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PT. Harmoni Mitra Utama adalah salah satu anak perusahaan dari United tractors yang bergerak pada bidang jasa transportasi dan logistik berada di Kabupaten Berau, Kalimantan Timur - Indonesia. Saat ini dihadapkan pada tuntutan untuk mempercepat proses distribusi, dengan service level yang terbaik tanpa mengurangi kepuasan pelanggan. Permasalahan yang terjadi adalah terkait dengan sumber data jaringan distribusi logistik yang besar masih tersimpan dalam format excel konvensional sehingga membuat user kesulitan dalam memonitor secara detail atas pencapaian actualnya. Selain itu leadtime pembaruan monitoring distribusi juga membutuhkan waktu yang panjang. Sehingga perlu dilakukan integrasi data yang menyeluruh agar lebih cepat dengan divisualisasikan melalui pembuatan Dashboard distribusi logistik. Metodologi yang digunakan adalah Waterfall methodology. Pengetesan dan Analisa yang dilakukan meliputi unit testing, accuration test, User Acceptance Test dan User Experience Questionare. Hal ini terlihat dari hasil uji akurasi sebesar 96% dan hasil User Acceptance Test (UAT) sebesar 100% selama pengembangan dashboard. Dari hasil penelitian dashboard telah berfungsi dengan baik, dan berdampak pada kenaikan service level product support PT. United tractors kepada pelanggan hingga level 97% dan leadtime pembaruan data monitoring distribusi yang 92% lebih cepat serta mendapatkan level excellent dari hasil survei UEQ. Penelitian ini merekomendasikan agar dapat diimplementasikan dan dikembangkan lebih lanjut sehingga menjadi bagian dari program digitalisasi di PT. United Tractors di masa mendatang.

Keywords: Distribution Network, Service Level, Dashboard Development, Digitization Program, Waterfall methodology

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LEMBAR PERSEMBAHAN

Dengan penuh rasa syukur dan hormat, saya persembahkan tesis ini untuk kedua orang tua saya yang telah memberikan dukungan tak terhingga, kepada kedua mertua saya, istri, anak-anak, teman-teman, dosen, dan perusahaan tercinta PT. United Tractors Tbk serta kepada dosen pembimbing yang telah memberikan arahan dan bimbingan setiap saat. Semoga karya ini dapat memberikan manfaat bagi pengembangan ilmu pengetahuan dan menjadi inspirasi bagi generasi yang akan datang.

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