

WORKLOAD ANALYSIS WITH FULL TIME EQUIVALENT METHOD TO
OPTIMIZE EMPLOYEE PERFORMANCE AT SERVICE DEPARTMENT
PT UNITED TRACTORS, Tbk SITE SATUI

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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.



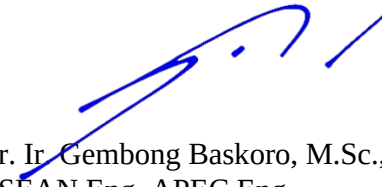
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ABSTRACT

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By

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This research focuses on the Service Department of PT United Tractors Site Satui, a heavy equipment distributor in Indonesia, specifically for the position of heavy equipment mechanic. The study aims to determine the productivity of the workforce and identify factors affecting profitability. The Full Time Equivalent (FTE) method is used to assess the adequacy of mechanics in the service department, while Fishbone Diagram is used to identify the root cause of man powers cost inefficiency. FMEA is used to measure and anticipate live improvement and wrench time analysis is used to identify improvements. Workload analysis is used to determine the workload that affects a worker on a specific task, allowing them to adjust their workload according to their capacity. The analysis shows that Un schedule workload is high due to monotonous activities, fast response times, long processing times, high quality control, and downtime. The use of a rooster 6-1 and 5-2 system can reduce overtime and improve system quality. A total of 118 employees participated in the analysis, with 8 out of 14 becoming managers and not working independently. The analysis also revealed that the cost of rooster maintenance can be up to 16% or IDR 470.000.000 per hour.

Keywords: Workload Analysis, FTE, DMAIC, FMEA

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DEDICATION

This thesis is dedicated to the future business of our beloved company PT United Tractors, especially PT United Tractors Site Satui, so that in the future its business can continue to grow and become a shady tree for all stakeholders.

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During this time, I have gained useful and meaningful learning experiences through the quality curriculum and programs presented. This has provided me with the tools to continue exploring ideas and problems in the past and the future, which will certainly support me in my work at United Tractors.

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