

**ECONOMIC ANALYSIS FOR CREATING PETROLAB SERVICE UNITED
TRACTORS TO INCREASE REVENUE SERVICE BUSINESS AT PT
UNITED TRACTORS TANJUNG ENIM**

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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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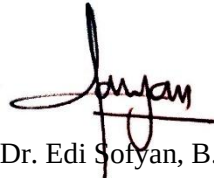


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ABSTRACT

ECONOMIC ANALYSIS FOR CREATING PETROLAB SERVICE UNITED TRACTORS TO INCREASE REVENUE SERVICE BUSINESS AT PT UNITED TRACTORS TANJUNG ENIM

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This research aims to assist PT United Tractors in determining cost studies related to plans for the development and construction of an oil laboratory at one of the work locations, namely PT United Tractors Site Tanjung Enim. The aim is to improve the quality of service to customers in the Sumatra region and especially the Tanjung Enim area. The oil laboratory, which was previously located in Jakarta, often complained about by the majority of customers because of the waiting time and results that took a long time to come out. Therefore, in this research the author tries to prepare a feasibility study in the process of developing laboratory services. This research aims to speed up the waiting time for sample collection from the time it is received at the laboratory until the results report comes out. This research also aims to help customers determine repair recommendations and evaluate heavy equipment health. It is hoped that the results of this laboratory construction can be declared feasible and able to reduce existing waiting times and increase customer satisfaction with laboratory services at PT United Tractors Site Tanjung Enim. The methodology used in this process uses the DMAIC methodology. This methodology consists of five sequential phases to support research consisting of define, measure, analyze, improve and control. This research is expected to show that building a new laboratory in Tanjung Enim is a feasible step, can reduce waiting times, increase customer satisfaction with PT United Tractors laboratory services, and increase company revenue.

Keywords : *Laboratory, lead time, lab oil, job site.*

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DEDICATION

I dedicate this research to my father and mother, who are a source of motivation to continue being lifelong learners and to continue growing, developing, and remaining relevant in today's and future lives.

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