

IMPROVING SERVICE PERFORMANCE OF USING SIMULATION SYSTEM: A CASE STUDY

ANASTASIA LIDYA MAUKAR

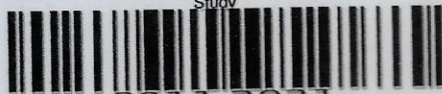
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Erri Wahyu Puspitarini

This book presents the use of a simulation approach in evaluating and improving system performance. In general, this book presents the important steps in creating a simulation model, both for the current system and for the proposed system for improvement. Discussions about data collection and data analysis, as well as the use of ProModel software in developing simulation models are also discussed in this book.

This research was conducted at Samsat Cikarang. Through the simulation approach it was found that the current system performance still needs to be improved. After making improvement ideas and testing them in a simulation model, this study provides several inputs that can be used to improve services at Samsat Cikarang.

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