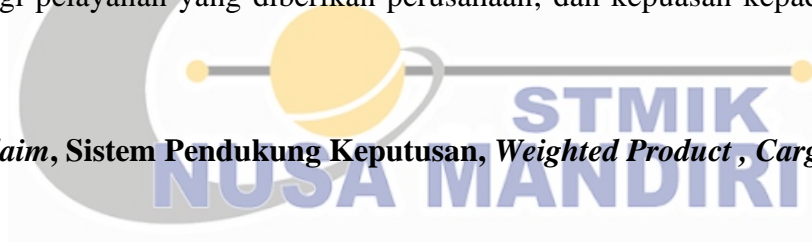


ABSTRAK

Pinasthi Magnolia (11150264), Sistem Pendukung Keputusan Persetujuan *Claim* Menggunakan Metode *Weighted Product* (WP) pada PT.Singapore Airlines Limited

Daya tarik maskapai penerbangan cukup besar dan menjanjikan, tingkat kecepatan untuk menghemat waktu dalam pengiriman barang menjadi tujuan utama dari maskapai penerbangan. Layanan pengiriman barang yang bisa di berikan, seperti layanan *port to port* (bandara asal sampai bandara tujuan) atau dengan layanan *door to door* (pengirim sampai penerima barang). Namun semakin banyak dan berkembangnya maskapai penerbangan dalam pengiriman barang, berkembang pula kemungkinan – kemungkinan resiko yang bisa timbul, baik itu resiko karena kesalahan/kelalaian pihak maskapai ataupun pihak *ground handling* dalam penanganan barang tersebut. Resiko yang bisa timbul dari pengiriman barang antara lain *damage cargo*, *missing cargo*, dan *over carried*. Akibat dari resiko yang terjadi, banyak juga *consignee* yang meminta pertanggung jawaban atas resiko yang dialami. Dengan resiko pengiriman barang yang bisa terjadi, penulis merancang Sistem Pendukung Keputusan (SPK) persetujuan *claim* dengan menggunakan metode *weighted product* (WP). Untuk memudahkan proses pengambilan keputusan akhir dari keluhan atau kerugian yang diterima penerima barang, serta dapat memberikan peningkatan untuk nilai tambah bagi pelayanan yang diberikan perusahaan, dan kepuasan kepada para pengguna jasa.

Kata Kunci: *Claim*, Sistem Pendukung Keputusan, *Weighted Product* , *Cargo*



ABSTRACT

Pinasthi Magnolia (11150264), Decision Support System Claim Approval Uses Weighted Product Method (WP) at PT. Singapore Airlines Limited

The attractiveness of airlines is quite large and promising, the level of speed to save time in shipping goods is the point of the airline. Delivery service for goods that can be provided, such as port to port services (airport of origin to destination airport) or with door to door services (sender to consignee). But the more and more the development of airlines in the delivery of goods, also developed the possibilities of risks that can happen, both the risk due to errors or negligence of the airline or the ground handling on handled these items. Risks of the possibilities from shipping goods such as damage cargo, missing cargo, and over carried. As a result of the risks that occur, many consignees complaining for responsibility about the risks that happened. With many complaining that consignees need guaranteed of shipping goods, the author designed a Decision Support System (DSS), that can help to make claim agreement easily using the weighted product (WP) method for making final decision process about complaints received by recipients of goods, also can make improvements that can be added value to the company services, and also make customers or users satisfied.

Key Word: Claim, Decision Support System, Weighted Product, Cargo

