ACKNOWLEDGEMENTS

All faith and devotion to Gof for his infinite grace, blessings, and strength in completing this thesis. On this occasion, I would want to extend my sincere gratitude to a few people for their assistance, advice, and encouragement in writing this dissertation. This is the first step in completing my studies in the Department of Industrial Engineering at Telkom University in the Business Analyst profession. I also thank the many people who have helped me.

1. My father, Mother, Sister, Hexa, and other my friend who always support me to be enthusiastic about studying and has helped a lot in working on the thesis

2. Dr. Ir. Endang Chumaidiyah, M.T. as supervisor 1 who always gives knowledge to me and helps in making this proposal and Mr. Dr. Yudha Prambudia, S.T., M. Sc as supervisor 2 who always teaches and provides the best knowledge

3. All lecturers in the Industrial Engineering Department of Telkom University who have helped by providing knowledge and knowledge

I realized that this undergraduate thesis is far from perfect; thus, comments and suggestions for improving this writing are greatly appreciated. I hope the readers find this writing beneficial in the future.