

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

This chapter contains conclusions and problems that have been discussed in research and answers faced by companies in the process of Third Party Logistics (3PL) service process. Besides that, suggestions are given as input for companies in the Third Party Logistics (3PL) service process to make improvements for the future and to researchers on the same topic

#### **5.1 Conclusion**

Third-party Logistics Company is a company that provides professional logistics transportation such as warehousing, logistics information systems, warehousing management, procurement management, product packaging and return services. Demand companies to do pleasant service - support to achieve customer satisfaction. If customer satisfaction increases properly, then customer demand also increases. Therefore, the Company is intended to improve performance by increasing performance and increasing resilience during the service process. There are 3 (three) variables as a measurement tool to determine risk priorities and 4 (four) variables with nineteen indicators as a measurement tool for Third Party Logistics (3PL). Based on the results of modeling with a Dynamic system obtaining emission priorities namely Product risk with average Vvalue is two, while the results of measurements or modeling using ISM obtained the Final List of Partition Levels starts from the first level to the 19th consecutive level, namely: First level N2 (speed of handling handling) products overweight, second level N11 (Invoice not delayed / Bill of lading), Third level N10 (No document delay), fourth level N4 (Speed of handling security), fifth level N1 (Speed of

handling) overweight products entered), the sixth level are N7 (Speed tracking of shipments), N8 (No invoice / bill error advertising), N12 (Secure delivery), N13 (Fast Service), N15 (Information sharing) and N19 (Vehicle insurance) ,seventh lever N14 (Easy to contact), N17 (Price is according to service provider), and N18 (Flexibl Payment). The eight level is N16 (professional customer service) and the last level is N9 (Safe warehousing / Inventory related services).

## **5.2 Suggestion**

1. For the future study needs to be developed for using the another process bisnis as International Freight Forwarder (IFF), and Contract Logistic.
2. Hypothesis testing may be further to test the validity of the hypotetical model
3. In case a model needs to be developed for same variables may be deleted or added.