

**APPLYING RELATIONSHIP MANAGEMENT IN DEVELOPING CARRIER  
EVALUATION CRITERIA IN PT X**

**FINAL ASSIGNMENT**

**Submitted as One of Requirements to Accomplish Bachelor Degree (S1)**



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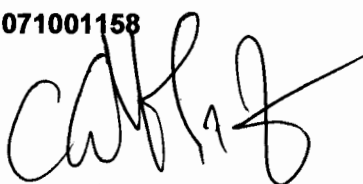
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**APPLYING RELATIONSHIP MANAGEMENT IN  
DEVELOPING CARRIER EVALUATION CRITERIA IN PT X**

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**ABSTRACT**

This research presents a state of the art to the carrier evaluation problem in one of Logistic Company in Indonesia. The principal problems are caused by the shortcomings in current criteria being used, incomprehensive of current criteria, and unproper weight for each criteria. To solve this problem, this research showed the essential approach which can help to define the problem and purpose what criteria essential to the carrier evaluation including weigth in each criteria. The approach are using tree diagram and analytical hierarchy process method. Besides, the previous literature and benchmark to another logistic company also become one of the data sources. This research aim to find out the root causes of current criteria's problems and develop current carrier evaluation criteria in PT X.

**Key words:** carrier evaluation, analytic hierachy process, problem tree diagram, supplier relationship management, transportation, inbound.

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