ROBUST DESIGN STRATEGIC IN THE CONCEPT SELECTION OF NEW PRODUCT DEVELOPMENT; CASE STUDY PEDESTAL GUIDE DESIGN

Yuwono B Pratiknyo

Program Studi Teknik Manufaktur, Jurusan Teknik Industri, Universitas Surabaya JIn Raya Kalirungkut, Telp (031) 29811397, Fax (031) 2981191, Surabaya E Mail: yuwonobudi@ubaya.ac.id

ABSTRACT

In the concept selection of new product development is not uncommon for more than one design team to be involved. Often these teams are formed along disciplinary lines, each responsible for the design of a single part (subsystem) of the overall system.

Generally, the problem off the concept selection of new product development, quit possibly, each subsystem has it own goals and constraints that must be satisfied along with the systemlevel goals and constraints. The goals of the individual subsystems might be contradictory. This paper will be solved the problems modification of pedestal guide design. There are many disciplinary in the modification of pedestal guide design; structure, material, cost, manufacturing process, strength, and maintenance. Actually that disciplinary will be contradiction. That problem will be solved with Robust Design Strategic especially in the concept selection of new product development. In addition, this paper concerned with minimizing the effect of uncertainty or variation in design parameters in the concept selection.

The strategy developed in this study can be used to help designer team in the concept selection process with minimizing effect of uncertainty or variation in design parameters.

Keyword: robust, design, concept, selection

1. INTRODUCTION

Design concept selection or selection of design concept is one of the important activities for a new product development process. Design concept selection is the decision making phase of concept design, where designers evaluate concepts with respect to customer needs and the designers' intention (Xiao et al.,2007).

The determination of the best design concepts at the conceptual design stage is a crucial decision. The selection of the most appropriate design concepts is important because a poor design concept can never be compensated for by a good detailed design and will incur great expense of redesign cost (Hsu and Woon, 1998) and (Zhang et al. 2006). Design concept selection is also considered as a multi-criteria decision making problem due to many factors affecting the selection process that has to be considered. Therefore, selecting the best design concepts is not the esay task and the most critical stage in product design development due many factors to

influencing the selection need to be considered.

The right decision at the design concept selection of product development is very important. The result of that stage is conceptual design. Conceptual design an early stage of the product is development process which involves the generation of solution concepts to satisfy the functional or design requirements of a design problem. Generally, the main goal of conceptual design stage is to select the most suitable concept from a number of possible options. The main concern of conceptual design is the generation of physical solutions to meet the design specification (Hsu and woon, 1998)

Therefore, conceptual design stage has become one of the most important activities in the development of a new product. It is also indicated that the importance of the correct decisions made at the conceptual design stage. In order to support the efficiency in selecting the optimum design concepts at conceptual design stage, an appropriate evaluation and decision tools need to be considered.

2. THEORITICAL BECGROUND

Robust Design Strategy

Fundamentally, robust design is concerned with minimizing the effect of variation design uncertainty or in parameters on а design without eliminating the source of the uncertainty or variation (Phadke 1989). In other words a robust design is 'less sensitive' to variation in uncontrollable desian parameters than the traditional optimal design point. Robust design has found many successful applications in engineering and is continually being expanded to different design phases (Lewis and Parkinson 1994; Parkinson 1995;Chang, Ward, et al. 1994). There are two general categories of robust design (Chen, Allen, et al. 1996).

In Type I robust design, the goal is to minimize the variation caused by uncontrollable noise factors. Examples might include changes in ambient temperature, operating environment, or other natural phenomena that are impossible or prohibitively costly to control. Figure 2 illustrates this. In this figure the variation in performance f(x) for a traditional 'optimal' design and a robust design are compared when the design variable *x* varies a quantity Dx about its mean value μ .



Figure 1. Illustration of Type II Robust Design

In Type II robust design, the goal is to minimize variations caused by deviation in the control factors. This could result from manufacturing tolerance limitations, material quality variations, or even evolving design preferences (Sundaresan, Ishii, et al. 1993). Although robust design has been traditionally applied in manufacturing there has been research recently into applying these techniques to make the design conceptually robust (Chang and Ward 1994; Chen, Allen, et al. 1996). The important roles of modeling and calculation of robustness in a multidisciplinary design environment was discussed in (Su and Renaud 1997). Our research builds upon the philosophy of these references; we are trying to make design decisions robust to uncertainty caused by evolving design goals and constraints in a multidisciplinary design environment.

The approach we are presenting is an integration of Type I and Type II robust design. Type I will be used to make the leader's solution robust to unknown design decisions made by the follower. Recall that the leader in a sequential design process must solve a disciplinary sub-problem under uncertainty, not knowing how the follower will act. The fundamental difference between what we are proposing and traditional Type I robust design lies in the definition of the noise factors. As opposed to external noise factors (ambient temperature, humidity) which by their very nature are uncontrollable (or prohibitively expensive to control), we are concerned with internal noise variables, deterministic decisions made by the other designers, but not controllable or even known by everyone. The end goal is the same, however, to minimize the influence of uncertainty on the subsystem under consideration.

Type II robust design is to introduce flexibility into the design. In this approach, developed in Chen and Lewis (Chen and Lewis 1999), the idea of a robust solution range is introduced. The first designer chooses a range of satisfactory designs instead of a traditional point solution. In this way, Designer 1 is allowing the proceeding designers more freedom to find a satisfactory solution to their disciplinary sub-problems.

This technique is effective for problems where there is strictly one-way

Robust Design Strategic Yuwono B. Pratiknyo

ISSN: 1978-774X

coupling between the subsystems, specifically in problems where the follower needs design information from the leader, but the leader needs no design information from the follower.

2. RESEARCH METHOD

The proposed framework of this paper is the selection process at the conceptual design stage (Figure 2). Generally, conceptual design stage comprises 3 main activities namely design concept generation, concept selection and concept development. At the concept selection stage, the decision tasks can be divided into 2 main parts. The first part is called the design concept selection and the second part is called the materials selection. Both of these parts are simultaneously performed by implementing Robust Design Strategy.



Figure 2. A Framework of Research

This simultaneous system use concurrent design concept selection and material selection. This stage assists designers to evaluate and determine the best design concepts and materials simultaneously during concept selection process at the conceptual design stage. After the ranking of decisions have been determined (called design selected), then various scenarios of sensitivity analysis are per-formed to see how sensitive the decision options which will change with the importance of the criteria. Thus, the proposed provides a systematic approach for designers to determine the most optimum decision during concept selection at the conceptual design stage.

Intuition tells us that collaboration between the designers should yield the best results, but in many cases there may be barriers which make full cooperation difficult or impossible. Communication between the interacting disciplinary subsystems might be hampered by geographical separation. Guessing at the unknown design information is always an especially option. when based on experience. But if the guess is far off, the result is degradation in performance and expensive and time consuming iteration.

Modeling the interaction between the designers and making the solution robust to the uncertainty may be the preferred strategy in many cases (Figure 3).



Figure 3. Modeling the interaction between the designers

The approach in this paper provides an additional option to handling the uncertainty. The unknown linking variables, y21, needed by Designer 1 are modeled as noise variables with uniform probability distributions varying within *modified bounds* that lie within the actual bounds of the linking variables. The modified bounds are the maximum ranges of these linking variables within their total bounds that guarantee a robust and feasible local solution for Subsystem 1. This idea is illustrated in Fig. 4, which shows the true and modified bounds. Designer 1 selects these bounds by dividing the design space of the non-local linking variables y21 into a number of ranges within which y21 is uniformly distributed. Designer 1 then optimizes his model for performance and robustness for each of these ranges of y21.



Figure 4: Compromise formulation for leader/follower design protocol

Although this requires running an optimization for each range it allows a good region of the design space to be identifying further analysis. The largest range possible that allows Designer 1 to found a feasible and satisfactory solution is chosen. The upper and lower bound to this range is then passed to Designer 2. Note that there is a minimum bound on this range cannot collapse to zero to ensure that a robust region is found.

4. CASE STUDY

4.1 Modification of Pedestal Guide

Pedestal-Guide and Journal Box Wear Plates (figure 5) are the components which joining the under frame assembly with the wheel assembly and axle assembly. That component is very important for under frame system of the train. Generally, the damage of the wear plate usually happened. In this paper, we will give the modification of pedestal guide to simplify the maintenance process, reduce the cost and strengthen the part. Maintenance process in the pedestal guide doing with check the component from damage or crack in the welding wear plate.



Figure 5. Pedestal-Guide and Journal Box Wear Plates

4.2 Design Requirement of pedestal guide

Design requirements of pedestal guide illustrated in the figure 6 and figure 7.



Figure 6. Clearance pedestal guide and journal box for the axle side [**Reference :** *Manual Instructions* GE]

In the replacement process of wear plate, Welding process must be special monitoring. That is important, because if the assembly process wear plate is not

> Robust Design Strategic Yuwono B. Pratiknyo

precession then will be unsteady in the wheel and axle assembly





Figure 8 and Figure 9, will be explain the clearance of wear plate welding and the welding technique



Figure 8. Welding clearance at the wear plate

[Reference: Manual Instructions GE]



Figure 9. Welding Process [Reference : Manual Instructions GE]

4.3 Design Concept Selection

There are 3 design concept of modification pedestal guide that have been evaluate in order to determine the most appropriate one to be carried forward to a final conceptual design.

The design concepts of modification pedestal guide are:

- a. 1st concept: Shrink Plate
 - In the 1st concept we use shrink plate to satisfy clearance of the design requirement. The shrink plate will be preparing same as with the clearance requirement of the design.
- b. 2 rd concept: Adjustment side of pedestal guide The modification of the pedestal guide is doing with the adjustment side pedestal guide.
- c. 3 rd concept: Welding Improvement. Welding improvement process is doing with welding wear plate.

The selection of the best design concept for the modification pedestal guide depends upon the variety of factors which include:

- a. Structure of pedestal guide beam (SC); structure of pedestal guide beam is important in determining the capability of the beam. There are 2 factors that have to be considered are cross section (CS) and thickness (TC)
- b. Cost (CT): Therefore, it is very important to design and develop modification pedestal guide to the cost reduction without sacrificing its safety. There are 3 most important costs required as follows: Material Cost (MC), Manufacturing Cost (MFC), Repair Cost (RC)
- c. Manufacturing Process (MP); manufacturing process is also needed to be considered when modification pedestal guide at the early stage of the product development process. The selection of the best design concept is also determined by considering of how

Robust Design Strategic Yuwono B. Pratiknyo

easy product to be produced or fabricated by given machine without increasing cost of manufacturing.

- d. Strength (ST); It is important to produce safety pedestal guide
- e. Material (MT); Modification of pedestal guide is greatly influenced by the material selected.
- f. Maintenance (MTN); There are 3 main factors influencing the selection design as follows: easy to repair (ER), easy to dismantle (ED), Easy to Install (EI).

4.4. Materials Selection

Material selection in the design of modification pedestal guide is very important. The safety is the first in this product. The first step in the process, we must calculate the loads in the pedestal guide in the max loads. The maximum loads will be happened if the train in the condition of the way. The frame work of the material selection:



Figure 10. A Framework of Material Selection

4.5. Sensitivity Analysis

The sensitivity analysis assists designer to evaluate and determine the best design concept and materials simultaneously. Modeling the interaction between the design aspects, knowing by the linking variable as follow:





5 CONCLUSION

The proposes model called Robust Design Strategy in the design concept selection is a model that provides systematic approach to assist designer to effectively evaluate and determine the most suitable design concept for the modification pedestal guide. It is clear that Robust Design Strategy is a useful

> Robust Design Strategic Yuwono B. Pratiknyo

method in decision-making process as it provides clear criteria and priority in design concept selection.

6. REFFERENCES

- a) Hambali (2009), Application of analytical hierarchy process in the design concept selection of automotive composite bumper beam during the conceptual design stage, Scientific Research and Essay Vol. 4
- b) Hsu W, Woon IMY (1998). Current research in the conceptual design of mechanical products. Computer-Aided Design. 30: 377-389
- c) Ullman DG (1992). The Mechanical Design Process. New York: McGraw-Hill

- d) Xiao A, Park SS, Freiheit T (2007). A comparison of concept selection in concept scoring and axiomatic design methods. http://cden2007.eng.umanitoba.ca/reso urces/papers/69.pdf. Accessed on 22 Mac 2008
- e) Zhang C, Jiang Z, Lu D, Ren T (2006). 3D MEMS design method via Solidworks. In Procedding of the 1 IEEE international conference on Nano/Mirco engineered and molecular systems. Zhuhai, China. pp.

ISSN: 1978 - 774X



INTERNATIONAL SEMINAR ON INDUSTRIAL ENGINEERING AND MANAGEMENT

December 10 - 11th, 2009, Inna Kuta Beach Hotel Bali - Indonesia

Theme:

Quality, Competitiveness, and Value-Added Services in Solving Predetermined Global Crisis

Presented by :





UNIVERSITA BINA NUSANTAR



Supported by :





Advisory Committee :

Prof. Dr. Syahbudin (Gunadarma University) Ir. Docki Saraswati, M.Eng (Trisakti University) Dr.Ir.Arief Kusuma, MBA. (Indonusa Esa Unggul University) Iman H Kartowisastro, Ph.D (Bina Nusantara University) Prof.Ir.Hadi Sutanto (Atma Jaya Jakarta Catholic University) Prof.Rolly Intan, DR.Eng. (Petra Christian University)

Steering Committee :

Dr.Ir.Rakhma Oktavina, M.T. (Gunadarma University) Ir. Trirulandari SD, MM. (Trisakti University) Iphov Kumala Sriwana, S.T., M.Si. (Indonusa Esa Unggul Univ.) Vivi Triyanti, S.T., M.Sc. (Atma Jaya Jakarta Catholic Unviersity) K. Gita Ayu, M.S.I.E (Bina Nusantara University) Tanti Octavia, S.T., M.Eng. (Petra Christian University)

Chair :

Dr.Ir. Hotniar Siringoringo, M.Sc. (Gunadarma University)

Co-Chair : Ir. Nofi Erni, M.M. (Indonusa Esa Unggul University)

Secretary :

Ir. Gunawarman Hartono, M.T. (Bina Nusantrara University)

Treasury :

Feliks Prasepta, ST, MT. (Atma Jaya Jakarta Catholic University)

Reviewer :

Prof. Dr. E.h. Dr.-Ing. Habil. Josef Schlattmann (Hamburg University of Technology, Germany) Prof. Dr. Goh Thong Ngee (National University Singapore) Prof. Dr. Made Londen (Institut Teknologi Sepuluh November) Dr. Ir. Budi Hermana (Gunadarma University) Dr. rer. nat. Sudaryanto (Gunadarma University) Dr. Parwadi (Trisakti University) Dr. Tiena Amran (Trisakti University) Dr. Ir. Lily Amelia, M.Agr., M.M. (Indonusa Esa Unggul Univ.) Ir. Nofi Erni, M.M. (Indonusa Esa Unggul University) Prof. Dr. Hadi Sutanto (Atma Jaya Jakrta Catholic University) Prof. Dr. Weggie Ruslan (Atma Jaya Jakrta Catholic University) Dr. rer.nat. Siana Halim (Petra Christian University) I Nyoman Sutapa, Drs., M.Sc. Nat. (Petra Christian University) Bahtiar S. Abbas, Ph.D. (Bina Nusantara University) Proceeding, International Seminar on Industrial Engineering and Management

ISSN: 1978-774x

FOREWORD

This issue is published in line with the third International Seminar on Industrial Engineering and Management (3rd The articles cover a broad ISIEM). spectrum of topics including Quality Function Deployment, Decision Support Intelligent, System and Artificial Ergonomics, Supply Chain Production System, Management, Operation Research, and Industrial Management. The articles provide an overview of critical research issues reflecting on past achievements and future challenges. Those papers were selected from 165 abstracts. This statistics shows the high competition to get published on this proceeding.

This issue and seminar become special as more delegates come and join from various country as well as universities. We host 86 delegates both from abroad and local. We are very happy as we gather more than thrice delegates this year compare to previous year. This happened since could be more universities join as committee. First and second ISIEM are hosted only with three universities, namely Trisakti. Gunadarma, and Indonusa Esa Unggul Universities. This year event, It's hosted by six universities, i.e. Gunadarma, Trisakti, Indonusa Esa Unggul, Bina Nusantara, Atma Jaya Catholic, and Universities. Christian This Petra becomes evident to us that with cooperation we will succeed.

It is then our expectation so that to the future more universities join us as organizing committee. In this occasion, let us give special thank to Prof. Dr. E.h. Dr.-Ing. habil. Josef Schlattmann from Hamburg University of Technology, Germany. Your contribution to this seminar as reviewer, and as keynote speaker makes this event more valuable. Allow us also to thank Prof. Emeritus Adnyana Manuaba and Ir. I. Made Dana M. Tangkas from Direktur Teknik dan PIC. Toyata Motor Manufacturing Indonesia, for their contribution as keynote speakers. We are also grateful to all reviewers, for their commitment, effort and dedication in undertaking the task of reviewing all of the abstracts and full papers. Reviewing a large number submissions in a relatively short time frame is always challenging. Without their help and dedication, it would not be possible to produce this proceeding in such a short time frame: I highly appreciate all members of committees (advisory, steering, and organizing committees) for mutual efforts and invaluable contribution for the success of seminar.

As closing remarks, Let's say thanks to the Lord Almighty God for all His blessing on us.

Dr. Ir. Hotniar Siringoringo, M.Sc. Chair

Foreword

1

e

LIST OF CONTENT

QUAL No.	ITY ENGINEERING & MANAGEMENT Subject And Writer	Page
1.	The Impact Of The Foreign Ownership On The Technological Capabilities Improvement Abdusy Syakur Amin, Tinneke Hermina	A1
2.	Eye-Tracking Research Methodology for the planograms of supermarket shelf that draw shopper's visual attention case study in shampoo packaging Akhmad Hidayatno	A12
3.	Implementation X and R control chart AT PT. Grand textile industry Asep Anwar	A20
4.	Quality Improvement Strategy on crispy product process with taguchi method approach Asep M	A26
5.	The Analysis Of Customer Relationship Marketing Impact Toward Customer Satisfaction At Astra Credit Company Surabaya Charly Hongdiyanto	A33
6.	Analyzing Customer Satisfaction On Services And Infrastructures Of Telecommunication Operator Service Centre At Jabodetabek M. Dachyar	A40
7.	Increasing Companies' Competitiveness By Developing Intrapreneurship Damelina	A45
8.	Productivity Analysis And Improvement Debora	A52
9.	The Application Of Quality Function Deployment And Quality Control Circle In Increase The Product Quality In The Clay Roof-Tile Production Dyah Retno	A60
10	. Optimizations Of The Values Edi Santoso	 A66
11	. A Location-Allocation Model For Relief Distribution And Victim Evacuation Eko Setiawan	A71
12	. The Draft Model Of Motor Vehicles Driver's Characteristics At Traffic Congestion Node In Dki Jakarta Region Fauzia Dianawati	477
13	Design Of Standard Operating Procedure At Gli Co. Ltd Hanny	A17

rocee nna Ku	ding, International Seminar on Industrial Engineering and Management ta Beach Hotel, Bali December 10 th -11 th ,2009 ISSN: 1978-774X	
14.	Application Of Service Quality Improvement Method Hotma Antoni	A88
15.	Analysis Of Service Quality Of Telkomflexi: A Multivariate Approach Isti Surjandari	A95
16.	Identification Of The Most Potential Defects And Caused By Using Metode Failure Mode And Effect Analysis (Fmea) In Pt X I Wayan Sukania	A102
17. V	Dimension Quality Of Service Influence Customer Satisfaction In The Hotel J.E.Sutanto	A108
18.	Modelling Of Indonesia Tourism Marketing Kartika Akbaria	A114
19.	The Analysis Of Maintenance System Using Risk Based Inspection Approach Marsellinus Bachtiar	A120
20.	Determining Optimal Operating Setting Point Of Injection Moulding Machine Using Design Of Experiment Muhammad Shodiq	A128
21.	Profile Of Advanced Manufacturing Technology Application Amongst Malaysian Sme Salleh, Jani	A136
22.	Determine Quality Management Factor Of Library Website Susy Suhendra	A148
23.	Optimization Of Reverse Engineering Process For Constructing Rotational Part Model Using Response Surface Methodology The Jaya Suteja	A157
24.	Suggestions For Improvement Service Quality Triwulandari S. Dewayana	A162
25.	Sampling System And Process Improvement To Increase Capability Of Process Vivi Triyanti	A168
26.	Design Of Crm Scorecard For Customer Relationsip Yadrifil	A173
27.	Can Sharing Knowledge Zeplin	A179
28.	The Impact Of Strategic Purchasing Zeplin	A185
29.	Determining Optimum Setting Of Injection Machine Using Taguchi Method Nofi Erni	A191

ii

 Reduction Of Defects In Refined Bleached Deodorized Paim Oil Production (Rbd Palm Oil) Using The Failure Mode And Effect Analysis (Fmea) Method M. Derajat Amperajaya

A196

L

Inna N	Cuta Beach Hotel, Bali December 10 ^m -11 ^m .2009	ISSN: 197
	LIST OF CONTENT	
SUPE	PLY CHAIN MANAGEMENT	PAG
No. 1	Subject and Writer Modeling Reverse Logistics Network Design For Shipbreaking of Third Party Companies Ahmad Rusdiansyah, Maria Anityasari, Widha K Ningdyah	Bl
2	Evaliation And Optimization Of Logistic Network Using Greedy Algorithm In Third Party Logistic Provider Company Amar Rachman, Fauzia Dianawati, and Sumarsono	B13
3	A Simulation Model For Integrated Production – Distribution Problem Annisa Kessy	B22
4	Determine The Line Of Distribution Paper Products To Customer For The Transportation Costs Minimize With Savings Matriks Methods Farida Pulansari, Danny Isyadi	B35
5	Assessing Value Chain and Added Value Of A Small Medium Industrial Cluster Sri Gunani Partiwi and Syarifa Hanoum	B38
6	The Evaluation Model Of The Risk In Each Supply Chain Of The Agricultural Food Crop Product Suharjito and Marimin	B46
7.	Supplier Selection System Using Modified Analytic Network Process (Anp) Method Vivi Triyanti	B53
OPER	ATIONAL RESEARCH	PAGE
1	A Study Of The Basic Concept Of Crashing CPM Network Using Derivative Marginal Cost In Linier Programming Ismail H. Asrul	C1
2	Planning And Controlling Of Bottle Tea Production Using Artificial Neural Networks And Fuzzy Linier Programming Iphov Kumala Sriwana	C'9
3	Planning Of Rice Distribution Between Dolog With Transportation Model Johnson Saragih	C15

Procei Inna K	eding, International Seminar on Industrial Engineering and Management Suta Beach Hotel, Bali December 10 th -11 th ,2009	ISSN: 1978-774X
4	The Perception Of The Students Toward The Usefulness And Easy Of Use An Operations Research Virtual Laboratory Kiayati Yusriah, Sudaryanto	C21
5	Algorithm For Solving Primal – Dual Linear Programming Using Barrier Function Methods Parwadi Moengin	C27
6	Exponential Penalty Methods For Convex Programming Under Linear Equation Constraints Parwadi Moengin	C35
PRO	DUCTION SYSTEM	PAGE
No. l	Subject and Writer Investigation of The Electrification A Small Internal Combustion Engine Go-Kart Racing Didi Istardi	DI
2	Rules of Thumb for Optimal Packaging Volume of Consumer Electronic Goods Farid Wajdi, Irwan Pratama	D9
3	Implementing Value Stream Mapping (VSM) On Production Process of Blank Cylinder Head at PT.X Gunawarman Hartono, Dendi Prajadhiana, Syarif Nurhidayat	D16
4	Design of Standard Operational Procedure for CNC Turning Machine at University of Pelita Harapan Joe Kwan Hoei	D20
5	Design of Automated System and Kinemati Movement for Robot ABB IRB6400 In Robot-Centered Cell Layout Rahmi Maulidya, I Gusti Agung Putra Jaya	D28
6	Design Car Wash Simulator Use Programmable Logic Controller (PLC) Suvanri Sianturi, Martohab Ronni, Yohannes Dewanto	D38
7	Backorder Raw Material Inventory Control System With Lead Time and Ordering Cost Reduction (Case Study: PT. ICI PaintsIndonesia) Tiena Gustina Amran, Dinar Suryo Lesmono	D47
8	Vehicle Routing In Beverage Industry Tjutju T. Dimyati	D56

9 The Conceptual Model of TPM Practices Influences on Manufacturing Performance Using Company Size as Moderating Variable: A Literature Review Trifenaus Prabu Hidayat, Ronald Sukwadi, Marsellinus Bachti	D62 ar
10 Production Scheduling Proposal Using Ant Colony System, Active Scheduling and First In First Out Method (Case Study at CV. Bina Rubber Sumedang) Victor Suhandi, Vivi Arisandhy, Daniel H. Irawan	D71
11 Sampling Capability and Process Improvement To Increase Capability of Process (Case Study: Die Casting Process of Zipper Body Product in PT. FF Jakarta) Vivi Triyanti, Andreas Kintaka	D79
12 Applied Fuzzy Assessment of FMEA for Production Plant of Paper Cutting Knives (Case Study: PT. XYZ) Wilson Kosasih, I Wayan Sukania, Willy Tambrin	D85
13 Robust Design Strategic In The Concept Selection of New Product Development; Case Study Pedestal Guide Design Yuwono B. Pratiknyo	D96
14 Automated System Design In Ceramic Removal Process For Bottom Hinge Production at PT.SPV MAJUBERSAMA Amal Witonohadi, Niken Dwi Pramesti, Tono Sukarnoto	D103
15 Scheduling Optimization Of Operator Training Using Differential Evolution Algorithm Method For Minimizing Total Purchasing Cost Of Training Equipment In Mining Contractor Industry Amar Rachman, Maya Arlini Puspasari, Fitri Septi Anggraeni	D113
16 Inventory System Simulation Of Raw Materials Using Agent Based Model Emirul Bahar	D121
17 Optimal Discount and Inventory Set Determination Through Expected Profit Approach In A Retail Industry Fauzia Dianawati, Amar Rachman, Dewi Anggereni	D129
18 Complex Parallel Mechanisms In A Two Legged Robot Respectively Machine Tools Controlled By Mems Based Position and Motion Sensors Josef Schlatmann, Mekonnen Tesfay Tesfu	D136
19 New Technical Findings With Aim-Oriented Friction Breakdown Josef Schlatmann, Mekonnen Tesfay Tesfu	D145

a Ku	ta Beach Hotel, Bali December 10 th -11 th ,2009	ISSN: 1978-7742
20	Measuring Performance Of Total Productive Manufacturing Using OEE Software at PT. ABC Lina Gozali, Lamto Widodo, Wijaja Rusli	D155
21	The Analysis Of Maintenance System Using Risk Based Inspection Approach Maresellinus Bachtiar, Esenia Leonilla Ayuningtyas, Ronald Sukwadi, Trifenaus Prabu Hidayat	D165
22	Productivity Measurement Using Omax and Fuzzy Logic Nofi Erni	D173
23	The Conceptual Model Of TPM Practices Influence on Manufacturing Performance Using Company Size as Moderating Variable : A Literature Review Ronald Sukwadi, Trifenaus Prabu Hidayat, Marsellinus Bachti	D181 ar
24	Flow Shop Scheduling System By Hybrid Genetic Algorithm(HGA) Rachmad Hidayat	D190

Proceeding, International Seminar on Industrial Engineering and Management Inna Kuta Beach Hotel, Bali December 10th-11th ,2009

ISSN: 1978-774X

LIST OF CONTENT

INDUSTRIAL MANAGEMENT

No. 1	Subject and Writer Customer Preferences Analysis for Developing Creativity in Batik Industry Aries Susanty, Arfan Bakhtiar, Sriyanto	PAGE E1
2	Analysis and Marketing Strategy Suggestion For Improving Sales Elty Sarvia, Sebastian Wiryo, Victor Suhandi	E14
3	Identifying Significant Factors Influencing Customer Loyalty in A Telecommunication Sector Feliks Prasepta S. Surbakti, Hotma A. Hutahaean, Oki Mulyades	E22
4	The Analysis of The Relationship Between Knowledge Enabler's and Employees Knowledge Sharing Behavior Hilmi Aulawi, Iman Sudirman, Kadarsah Suryadi, Rajesri Govindaraju	E30
5	Purchase Behaviour of Women – A Psychograpic Analysis Jayasree Krishnan	E38
6	Proposal of Competitive Strategy by Using Marketing Mix and ADL Matrix Jimmy Gozaly, Yulianti	E48
7	The Importance of Intrapreneurship in Industrial Management Markus Santoso	E54
8	Community Based Competitiveness : A Lesson From The Development of it Industr Meidiahna Kusuma	E62
9	Productivity Measurement Using Omax and Fuzzy Logic At PT. AMD Nofi Erni	E66
10	Measurement of Organizational Performance in Balanced Score-Card Perpective Rachmad Hidayat, Nachnul Ansori	E74
11 -	The Cheap Hybrid Process For House Drinking Water Rossi S Wahyuni, Hens Saputra	E93

List of Content

Proc Inna	ceeding, International Seminar on Industrial Engineering and Management Kuta Beach Hotel, Bali December 10 th -11 th ,2009	ISSN: 1978-774X
12	Sales Promotion and Sources of Consumer Based Equity on Industrial Goods Siby Zacharias, James Manalel	E99
13	The Financial Management Approach To Engineering Economic Modeling Sri-Bintang Pamungkas	E109
14	Assessing Value Chain and Added Value of a Small Medium Industrial Cluster Sri Gunani Partiwi, Syarifa Hanoum	E118
15	Effectively Cost Strategy With Time Driven Activity-Based Costing (TDABC) Applicative In PT Mandom Indonesia Tbk. Tiena Gustina Amran, Micky Prathama	E126
16	Creating University's Competitive Strategy Through A Qualified Knowledge Transformation Tina Melinda	E134
17	Customer Relationship Management (CRM) : Roles of Customer Knowledge And Complaint Management In Achieving Customer Satisfaction Wina Christina	E142
18	The Role of Strategic Management Accounting In Management Strategy To Increase Competitiveness Wirawan ED Radianto	E150
19	Factor that Influence Customer Satisfaction and Loyalty in Hypermar by Using Structural Equation Modelling (SEM) Hartono, N, Pratomo, S P	t E156
20	Combining Kano Model And Qfd For Measurement And Analysis Of Customer Satisfaction At A Telecommunication Contractor Company Rahmat Nurcahyo, Ricky Firdaus Eka Putra	E163
ERC	GONOMICS	
No. 1	Subject and Writer Eye-Tracking Research Methodology For The Planograms of Supermarket Shelf That Draw Shopper's Visual Attention : Case Study in Shampoo Packaging	PAGE F1

Akhmad Hidayatno, Elice, Komarudin

List of Content

Proceeding, International Seminar on Industrial Engineering and Management Inna Kuta Beach Hotel, Bali December 10th-11th ,2009

2	Virtual Modeling and Ergonomic Optimization of Working Stations in Finishing Division of Small Medium Enterprise (SME) Garment Industry Using Posture Evaluation Index Boy Nurtjahyo Moch, Erlinda Muslim, Zulkarnain, I Nyoman Adi Pradana	F9
3	Product Service System as Innovation in Product Design Catharina B. Nawangpalupi	F16
4	Virtual Modeling and Ergonomic Optimization of Working Stations in Finishing Division of Small Medium Enterprise (SME) Garment Industry Using Posture Evaluation Index Erlinda Muslim, Boy Nurtjahyo, Romadhani Ardi	F26
5	Energy Consumption Measurement on Ironing Activity Hary Afid Setiawan, Hotniar Siringoringo	F32
6	Ergonomic Food Selling Stall Design Novi, Christina Wirawan, Erwin Wijaya	F39
7	Redesigning Website by Considering The Usability Aspects Using Parsipatory Design Yusuf Priyandari, Irwan Iftadi, Sukma Fitriawan	F47
8	Lever's Design Improvement at PT. ITP Tbk Rakhma Oktavina, Budi Hermana, Selly Radhyna	F53
9	System Design Process Grand Banks Indra Gunara Rochyat	F59
10	Cellphone Product Development To Fit Customer's Needs And Wants Considering Ergonomic Aspect Christina Wirawan, Ie Vie Mie, Leonard Puji Nugraha	F67
11	Integrated Product Development Method I Made Londen Batan	F75
DEC	ISIONS SUPPORT SYSYTEM AND ARTIFICIAL INTELEGEN	CE
No. 1	Subject And Writer Implementation Of Knowledge Management In The Bank "X" Dan Bank "Y" Rossi S Wahyuni, Helly S Wulandari	PAGE G1

List of Content

Proceeding, International Seminar on Industrial Engineering and Management Inna Kuta Beach Hotel, Bali December 10th-11th ,2009

2	Design Monitoring Of SPL Runway At Airport Base Simulator Used Micro Controller AT 89S51	G10
	Sopiyan, Andes Liando, Yohanes Dewanto	
3	The Design Of DSS In Suplier Selection Marsellinus Bachtiar. Yuliany Thung Ronald Sukwadi, Trifenaus Prabu Hidayat	G15
4	Analysis Of Online Music Piracy In Indonesia: A Structural Equation Modeling Approach Isti Surjandari, Erlinda Muslim, Diane Marlina	G21
5	Mode Industri Model Design Of Intelligent Decision Support System For A Supply Chain Management Of Rice In Indonesia Dadang Surjasa , E. Gumbira Said	G30
6	Expert System Application In Determining The Point Of Accupunture Diagnosis And Therapy By Using Inference Engine Yudha Herlambang	G39
7	Decision Support System Go Public Company Based On Financial Report Rina Fitriana	G46
8	Decision Support System For Maintenance Facility Josef Hernawan Nudu, Pius Fembri Budi Kurniawan	G53
9	An Evaluation Of Feature Extraction Algorithms Brian Karundeng, Kho I En, Anto Satriyo Nugroho.	G59
10	Simulating Biped Jumping Behavior Using Evolutionary Algorithm Yaya Heryadi, Raymond Kosala	G66
11	The Design Of Rotary Index Table Simulator Using Programmable Logic Controller Rengga Muhammad, Munnik Haryanti, Yohannes Dewanto	G73
12	A Fuzzy MADM Method For Key Sector Identification "The Case Of Indonesia" Sudaryanto	G76
13	The Proposed Of Table And Chair Production Scheduling Using Simulated Annealing Algorithm For Minimizing Makespan In PT. Citra Bandung Laksana Victor Suhandi, Santoso, Iwan Wijaya	G85

List of Content

.

iv

14	Dynamic Modeling Of Risk Analysis And Decision Making Using Value At Risk Approach In Managing Stocks Portfolio Yadrifil, Ahmad Arli Hikmawan	G94
15	Decision Making Based On Analytical Hierarchy Process To Propose A Work System Improvement Using Methods-Time Measurement Approach At Ac Cord Assembly Line Pt Abc Irene, Dimitri, Donny, Nunung	G100
16	Medical Knowledge Management Based On Expert System Oktri Mohammad Firdaus, Eki Rakhmah Zakiyyah	G105
17	Erp Implementation In Indonesia (A Survey Of Users) Mohammad Okki Hardian, Mohammad Syarwani	G114
18	Web Based Student Module Development On Executive Report System Of Unika Atma Jaya Using Visual C#.Net Raymond Bahana, Paulina Smara Prahastiwi, Sri Mulyanti	G121
19	Rating Flexibility Company On Industry Milk Pasteurization With Fuzzy Logic Ina Siti Hasanah, Rossi S. Wahyuni	G128
20	Fuzzy Neural Network For Handwriting Recognition A. Setiawaty, Maria A. Kartawidjaja	G146

V



This is to certify that,

Yuwono B Pratiknyo

Attended the **3rd INTERNATIONAL SEMINAR ON INDUSTRIAL ENGINEERING AND MANAGEMENT (ISIEM)** December 10th - 11th, 2009 Inna Kuta Beach Hotel - Bali, Indonesia

> As Presenter

Chair of ISIEM





TERNATIONAL