

DE LA SALLE UNIVERSITY-DASMARIÑAS
Dasmariñas , Cavite
COLLEGE OF TECHNOLOGY

Unorganized work of the service personnel
of Ford - Alabang

A Company Study Presented to
The Faculty of the College of Technology
De La Salle University- Dasmariñas
Dasmariñas, Cavite

In partial Fulfillment
of the Requirements for the degree
Bachelor of Science in Industrial Technology

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MARCH 2002

JUN 11 2008
B002 1 1 NNP

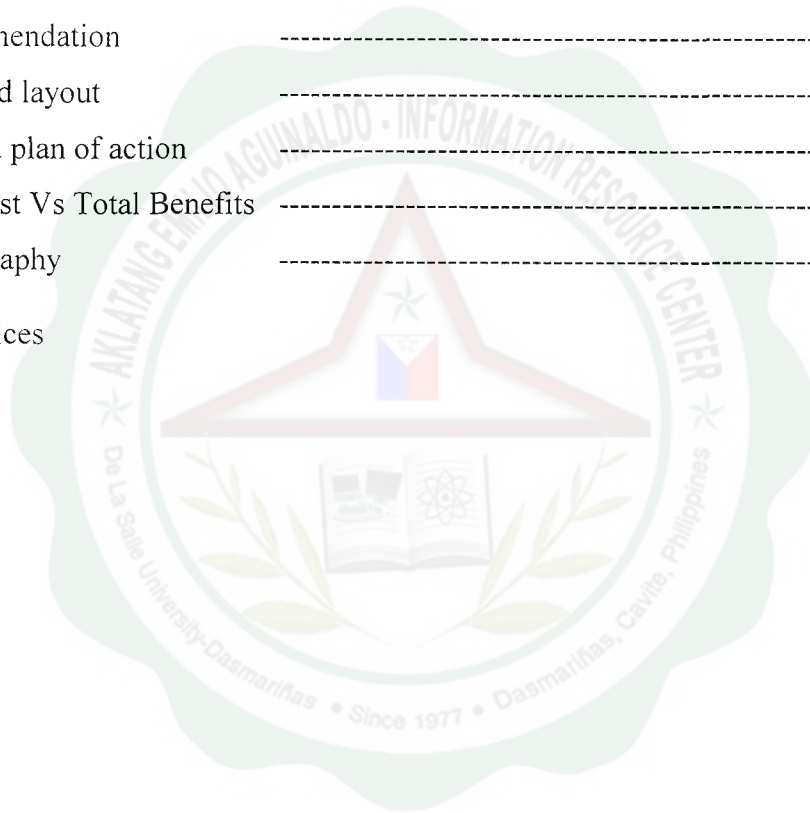
AKL ATANG EMILIO AGUINALDO INFORMATION RESOURCES DIVISION

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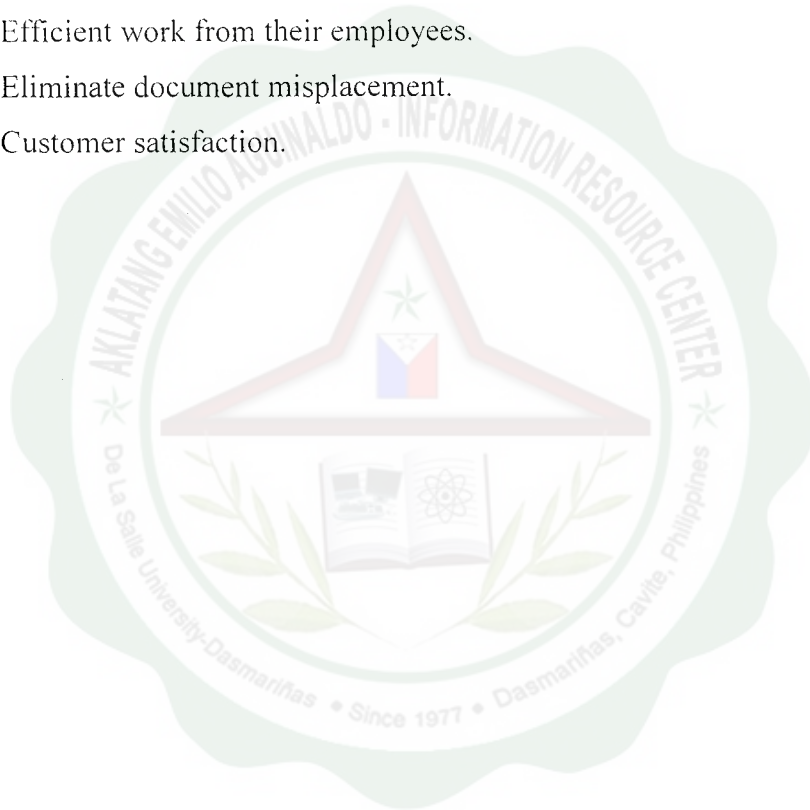
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Conclusion

The researchers believe and therefore conclude that if the company applies all the given alternative courses of action, their problem will be solved because they will attain the ff:

1. A more improved service area.
2. Good working conditions for their employees.
3. Efficient work from their employees.
4. Eliminate document misplacement.
5. Customer satisfaction.



Recommendation

The group recommends the use of the two alternatives, which are; purchasing of filling cabinets in the service area and implementation of 5'S +1S.

The researchers after careful analysis of the data gathered and actual observations formed the alternatives. They believe that all of the mentioned alternatives can help the company improve their service area, as well as their service to their customers, thus ensuring customer satisfaction, which is one of their main objectives.

