ABSTRAK

Shipbuilding business competitiveness is largely determined by its ability to meet service user's wishes. Quality today is one very important factor in order to meet consumer desires. By having a good quality assurance system will also make consumers more confidence in the products and achieving customer satisfaction. One way to convince the owner of the vessel (owner) of the production quality of a ship, the shipyard provides after-sales guarantee (warranty). Where in the shipyard implementation will be responsible for malfunction happened to all the equipment working on the ship within a certain period of time commencing on the ship at delivery according to contract.

The model scheme used shipyard warranty is still common today without giving a comprehensive explanation and specific clauses in the form of the contents of the contract so it needs evaluation, analysis and development. In this thesis the model will be analyzed and developed new warranty scheme that is more comprehensive and specific, in the form of a schematic model that can protect your warranty claim warranty cost to the shipyard as well as the calculation of additional warranty (additional warranty) if desired by the owner. To provide warranty rapid calculation results with different variants of the components it created a prototype software "Calculation Ship" model-based warranty scheme.

Keywords: Additional Warranty, After-sales Guarantee, Prototype software "Ship Calculation", warranty clauses, Warranty.