IS TITLE	THE DEVELOPMENT OF TRANSPORT DRIVERS ABILITY ACCORDING TO THE 7R PRINCIPLE: A CASE STUDY OF A TRANSPORTATION BUSINESS.
KEY WORD	BEHAVIOR/ DELIVERY OF PRODUCTS/ DIFFICULTY LEVEL OF WORK/7R/ LEVEL OF COMPETENCE OF EMPLOYEES
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ABSTRACT

This independent study stems from finding solutions to the problems, getting a claim from the customer due to a faulty check, both incomplete work. Unsafe operations, damage work, work accidents and driving, including failing to deliver products on time. The purpose of the research is to study and assess the competency level of the transportation drivers in Fleet. transportation business classifies the difficulty of the work of each customer of the customer and to arrange the driver of the cargo to work with the customer at Already grouped According to skill level The researcher has chosen a method for evaluating the competence of a transport driver according to the principles of 7R in order to use as a database for selecting jobs that are suitable for that competency. In each task, each customer will use the assessment method to group the difficulty level of each job. To make a grouping between the ability of the transportation driver and the difficulty level of the job With the ranking method (Ranking), which is studied by grouping and realizing the results of grouping By arranging transport drivers in various order Go to work with

customers according to the group that is provided The results showed that in 2019, there were fewer calls from customers from the previous 4 months (January - April), 81 cases or 20 cases per month, after improve in July 2019, leaving only 3 cases when Compared to April 2019, which is the latest month, data collection found that on average, a total of 7 customers decreased by 83 percent and when the average value of the claim for the 4 months (January - April) of all 7 customers decreased by a hundred percent 85