

**KENDERAAN KLANG BANTING BERHAD (KKBB)**

**SERVICE MAINTENANCE FOR KL-KLANG**

**SHUTTLE SERVICE**

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## ABSTARCT

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The development in our country has encourage people to move from one place to another place, to fulfil their needs. In order to support their needs, transportation play an important role. Therefore, transportation sector especially public transport services comes in to serve the people . From here, we can see that public transport operation today has become a need to the people and informally, support the development of the country.

In public transport services, Kenderaan Klang Banting Berhad KKBB, is one of the operator who serve the service, in Klang Valley. As a public transport operator, they were very concern to all aspect that can influence their performance in operating the service. As a business company, the aim is to achieve a maximum profit and increase the quality of service it self. Here, one factor that need to be done is to fulfil their users satisfaction and compete with the competitor who run the similar service.

One aspects that can effect the operation in the company actually is the maintenance of the vehicle it self. John Hibb, in his book name Bus and Coach Management stated that the vehicle it self cannot move unless with engineering support. Without it, the operation will face some problems. Here, we can see that maintenance of the vehicle especially maintenance of the buses play an important role in the service. The operator should not take it as small matter because it is dangerous and effect the quality of service.

Because of that, the study has been carried out in order to identify the activities that been done in the maintenance of the buses at KKBB. Besides that, the researcher will also try to identify the problem arise in the maintenance process and also look into the possible solution to overcome it.

Furthermore, the study also will make an analysis regarding the relationship between the Operation Department and also Maintenance Unit. With it, perhaps it can help the company to improve their service in the future.

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