CHAPTER VI

CONCLUSION

This chapter will describe the overall conclusion from the discussion and suggestion for the future research.

6.1   Conclusion

Based on the result of the discussion and referring to the objectives of the research, these are several results which can be concluded as follows:

1. Expert system, fuzzy logic and artificial neural network application field is on service industry is on tourism, travel, insurance, finance, hospitality, restaurant, military, health care, transport, entertainment, marketing and sales, education, e-commerce and management. Then, on the manufacturing industry is on cement industry, automotive industry, small and medium enterprise, industrial robot, industrial steel metal, food industry, welding industry. The application of expert system, fuzzy logic and artificial neural network still lack in strategic and tactical planning, but in the operational planning the application of expert system, fuzzy logic and artificial neural network already done by some researcher.

2. Based on the map analysis, the service applications of expert system, fuzzy logic and artificial neural network on service industry are, airport ground movement optimization, hotel service quality evaluation, risk management failure mode and effect analysis, consulting fee advisory, daily box office prediction, music genre recognition, bank credit authorization, non-life insurance liabilities model validation, customer satisfaction and stickiness on restaurant analysis, target detection on military, tourist's travelling schedule optimization, personalized service level for library, improve product routing in a logistics facility, flight information system, forecasting the success of service insurance pricing method, train routes optimization, predicting bike sharing demand, length of hospital stay prediction, pricing and retail service decision, salesman routes optimization, shift scheduling, online review interaction and airport food and beverages service evaluation.

   On manufacturing industry, the applications are Automated assembly complex shaped components, Manufacturing sustainability performance evaluation, Defect assembling process detection, Manufacturing finish's process estimation, Machine fault diagnosis, Exploring operational efficiency, Manufacturing's process evaluation, Machine maintenance procedure, Machining energy consumption prediction, Quality assessment of Worker activity recognition, Room control, Deep drawing design, and Manufacturing supplier selection.

3. The further research recommendation based on this research is in terms of literature review perspective. This research reviewed the journal based on the objective, methodology used and the result of the research, another way of review perspective can be implemented, such as considering the constraints of the research, finding or benefit of the research, and weakness or future research recommendation on each article reviewed.