

## ABSTRACT

*PT. Industri Nabati Lestari is a company engaged in the processing of palm oil, converting Crude Palm Oil (CPO) into the main product, Cooking Oil (RBDOL), as well as by-products such as RBDST and PFAD. This study aims to analyze the workload and determine the optimal number of laboratory analysts in the Quality System Knowledge Management (QSKM) Department using the Full Time Equivalent (FTE) method. Data collection techniques used include direct observation, interviews, documentation, and literature review. The analysis results show that out of the 10 analysts studied, only 2 analysts have FTE values within the normal range (1.00-1.28), while the other 8 analysts are overloaded with FTE values exceeding 1.28, indicating a workload beyond the ideal capacity. To achieve a more balanced workload distribution, it is recommended to increase the number of staff in two sections: adding 1 analyst in the raw material section (from 2 to 3 people) and 3 analysts in the shift production section (from 6 to 9 people). After this addition, the average FTE value in the raw material section becomes 1.05 and in the shift production section becomes 1.14 both falling within the normal range (0.99 - 1.28). This ensures a more balanced workload that aligns with the available workforce capacity.*

**Keywords:** *Workload, FTE, Laboratory Analysts*