

ABSTRACT

The objective of this paper is to explore the implementation of Agile Manufacturing in a services company within the oil & gas industry about the explanation, the impact due to company performance and employee's perception. Based on phenomenological perspective, the research using qualitative method to focus the concept of agility in organization. Validate the implementation of agile concept, impact on a services organization performance, employee perception and the obstacles using case study. Focusing on exploring the services company's experience to survive at crisis and making profit annually. What exactly organization doing relate to agile concept to sustain competitiveness advantages. Especially on organization's performance, the influence of workers and the significant effect by adopting Agile Wheel Model. The study of literature on Agile Manufacturing for services company reveals that no researcher enunciated implementation of Agile Concept as AM in Indonesia oil and gas services company to adapt the business challenge. Hence, this paper originally contributes to the literature world.

Keywords: *Agile Manufacturing, Agile Concept, Services Company, Oil and Gas Industry, Agile Wheel Model.*