IMPLEMENTATION OF LEAN THINKING IN IMPROVING THE QUALITY OF SPEEDY SERVICE DISTURBANCE AT PT. TELECOMMUNICATION INDONESIA, Tbk. (TELKOM) REGIONAL DIVISION-V

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ABSTRACT

Recently the growth of telecommunications is rapidly increasing due to community demand, in response to this development, PT. Telkom Indonesia wish to provide a series of telecommunication business and services. In order to improve a service quality of SPEEDY’s services in internet provider, PT. Telkom Indonesia is planning to improve the problem of fault handling in post of installation. For the time being the performance of fault handling through the service system achieve less than 3 days, the target is set up for 1 days or a ‘one-day services’.

This study propose to utilized a Lean Thinking method for obtaining the efficiency of services. It is found by this method, that 7 wastes (non added value activity) should be eliminated in order to create activities to be more efficient, lean, zero fault, zero reworking, zero backflow, zero waiting, and zero waste. Value Stream Analysis Tool (VALSAT) was utilized as tool for analysing the wastes in the activities flow of the system. This research provides that the time of processing service handling could be reduced by 19.28 hours from previously of 47.94 hours to be 28.66 hours.

Keywords : customer satisfaction, Lean Thinking, quality of service, VALSAT, waste.