THE EFFORT TO IMPROVEMENT THE TECHNICAL SERVICE UNIT USING LEAN SERVICE APPROACH

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Abstract

Technical Service Unit is the authority that handle the direct distributional interferences, this unit has important role toward the network service quality. The complain of any interference today indicate there is waste in the process of network service therefore in this research will conduct an improvement effort of quality from the technical service unit from the point of efficiency. The preliminary method used in this research is Data Envelopment Analysis, because the first step is to determine which unit is became the main focus in the study based on efficiency level. Afterward, being followed up by lean service approach to improve the quality of technical service yang still has low performance. The result of this research shows that the improvement effort in reducing the waste using the existed alternatives that able to improve the efficiency of technical service. The improvement alternatives that recommended are based on the highest RPN vale from FMEA that will be simulated to obtain the best alternative. From the existed improvement alternatives, it can be proven that if the improvement recommendation has change the Network Service Unit (UPJ) that previously inefficient became much more efficient. This proven by the changes of scale efficiency value from 0,972 to 1.

Keywords: Efficiency, Data Envelopment Analysis (DEA), waste, Lean Service.
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