ABSTRACT

The implementation of Process Value Analysis in the effort to reduce non value added cost that happened in fulfilling order from customer, force company to manage their core business process to be more effective. One of them is order fulfilment process. Further analysis indicates that there are a lot of delay happened in order fulfilment process especially for upper type 98843, for customer in Japan. The evaluation of order fulfilment process for upper 98843 is using Process Value Analysis and Value stream mapping. These reasearch is using one of the Value stream Mapping tools, namely process activity mapping, which is selected by using VALSAT representing modification from Quality Function Development (QFD).

From the implementation of Process Value Analysis and Value Stream Mapping, much more effective future state map of order fulfilment process is composed by lead time and cost reduction which occured in each production process for amount Rp. 105,903,3.