BUSINESS PROCESS IMPROVEMENT FOR MAINTENANCE THROUGH CRITICAL PROCESS MAPPING AND PROBLEM IDENTIFICATION

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Abstract

Business process improvement in a company should be done continuously to improve achievement of its performance. PT. GMF AeroAsia as one of the largest aircraft maintenance companies in Indonesia, is continue to improve the company's business processes. This research was conducted on production unit of PT. GMF AA called Maintenance Base unit that conduct aircraft maintenance. Mapping of the critical process as one step in the business processes improvement in this study was carried out using process-based performance measurement framework. This study begins with the observation of the initial condition for business processes in base maintenance and achievement of its performance. After that, identification of critical process in business processes using process-based performance measurement framework (PPMF) is held. The next step is to identify the problems in these critical processes using a root cause analysis (RCA) by first mapping the business process. Improvement efforts have been arranged based on the root of the problem that inhibit the performance of aircraft maintenance.

From the results, four critical processes are got in the maintenance of business processes in base maintenance. That critical process are the Jobcard preparation; Execution, scheduling, and control; MDR approval; and Shop activity. The improvement of its process is done through the arrangement and apply of management control tools in the form of software using...
VBA macros. These tools are used to assist the functions of planning, resource control and maintenance activities.

Keywords: Business Process, Process-based Performance Measurement Framework, Root Cause Analysis