METHOD DEVELOPMENT WORK IN UNIT ACADEMIC ADMINISTRATION DEPARTMENT OF HYGIENE AND STATISTICS USING ITS SIX SIGMA

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Abstract
As one of the public universities (PTN), Institute of Technology (ITS) aims to maintain the quality of its graduates in order to compete in the world of work. One of the things that can support these objectives are lectures or learning convenient and satisfactory administrative services. The Department of Mathematics and Statistics ITS Faculty of Natural Sciences (MIPA) is one of the departments that participate in maintaining the quality of its graduates by providing facilities and infrastructure lectures were clean and administrative services are satisfactory. This is done by improving the quality of employee performance as well as hygiene and the administration continue to evaluate and improvise in order to achieve a state where lectures comfortable and satisfying administrative services. By using the six sigma method is expected to achieve the performance and participation of excellent work. Based on the analysis of the obtained six sigma type of disability that most affect the quality of cleanliness is dust. Level of performance capability janitor in the ITS department statistics have pretty bad precision and performance of each officer levels ranged between less and very less or more time wasted work. From all the observations both floors two, three and four sigma values ranging between 1 and 2 it can be concluded that the quality of cleanliness in the ITS department statistics are very less and the average Indonesian industry.

Keywords: cleanliness, six sigma, performance
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