ABSTRACT

In some companies, supply chain is one of important things where input performance towards the company and output from the company is determined by supply chain process. In a service company, supply chain process also determines overall company performance from presence of input until the making of output. The better the company performance, the better the result that the company get. CV Ekspedisi Aneka Logistik, one of service companies which provides goods delivery through the sea lanes in Surabaya, is also determined by supply chain process for getting the profit. Too many waste in the company process is identified. Tardiness in delivery and fault delivery destination are the obstacles for improving the performance, so that some solutions is needed to solve that problem. This research is purposed to reduce that obstacle and improving the supply chain performance in CV Ekspedisi Aneka Logistik by using lean six sigma methodology, where root cause analysis and failure mode and effect analysis is used for analyzing the problem. The performance improvement is done with value engineering approach by comparing the performance, cost, and value of each alternatives. The highest value from the alternatives will be used as a solution. The alternatives that will be used as solutions are creating specialized team for doing forecast and scheduling and doing labelling procurement for every goods that will be shipped. The result that will be obtained is giving upgrading alternatives for supply chain process in CV Ekspedisi Aneka Logistik that will be used for improving overall supply chain performance and reducing the obstacle.

Keyword: Failure Mode and Effect Analysis, Lean Six Sigma, Root Cause Analysis, Service Supply Chain, Value Management