

ABSTRACT

Customer satisfaction for companies with job order systems can be created when the products can be completed on time, The role of scheduling production processes is crucial so that the production process can be completed on time with the shortest settlement time, so that customer satisfaction can be achieved, and sales volume increases. Setting the standard time is also an important part so that field observations need to be done by calculating the cycle time on each machine. Prepare process maps and set scheduling methods such as CDS (Campbell Dudek and Smith) methods, First Come First Serve (FCFS), Short Processing Time (SPT), Long Processing Time (LPT), Early Due Date (EDD) as the standard of completion time, is proven to eliminate wastage of process time to 80%

Keywords: Process Map, Cycle Time, Lead Time, Shortest Processing Time, Sceduling.



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ABSTRAK

Kepuasan pelanggan untuk perusahaan dengan sistem *job order* apabila produk bisa diselesaikan tepat pada waktunya, Peran penjadwalan proses produksi sangat penting agar proses produksi bisa diselesaikan tepat waktu dengan waktu penyelesaian yang paling singkat, sehingga kepuasan pelanggan bisa tercapai, dan volume penjualan meningkat. Menetapkan waktu baku juga merupakan bagian yang penting sehingga perlu dilakukan *observasi* dilapangan dengan menghitung waktu siklus pada setiap mesin. Membuat peta proses serta menetapkan metode penjadwalan seperti metode CDS (*Campbell Dudek and Smith*), *First Come First Serve (FCFS)*, *Short Processing Time (SPT)*, *Long Processing Time (LPT)*, *Early Due Date (EDD)*, yang menjadikan waktu baku sebagai standar waktu penyelesaian, terbukti mampu mengeliminasi pemborosan waktu proses hingga 80%

Kata kunci : Peta proses, *Cycle time*, *Lead time*, *Shortest Processing Time*, Metode Penjadwalan.



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