# ABSTRAK

Bengkel XYZ adalah salah satu bengkel yang bergerak di bidang engine service & body repair. Bengkel XYZ sudah berdiri sejak 1996. Bengkel XYZ terletak di jalan Meruya Selatan no. 24 dan memiliki luas 2200 $m^2$ dengan daya tampung 250-300 unit mobil. Namun, dalam perjalanannya memperoleh kualitas yang baik, perusahaan ini masih mengalami permasalahan yang sering dijumpai pada proses service mobil. Sebagaimana pada bulan Januari 2019 – Maret 2019 terdapat lead time proses service yang tinggi.

Metode yang digunakan dalam penelitian ini yaitu Lean Production. Hasil penelitian menunjukkan bahwa: (1) Lead time tertinggi adalah proses service tune up dengan persentase 59.85% dari total keseluruhan proses service (2) rata-rata pencapaian actual lead time adalah 52.33% dan tidak mencapai target, dimana target dari minimal persentase lead time proses service adalah 81% (3) berdasarkan analisa diagram sebab akibat didapatkan 4 penyebab timbulnya lead time tinggi, yaitu : tidak ada special tools untuk pengeceken ECU mobil dan alat bantu angkat (Hidrolik Lift), belum tersedia lokasi penempatan alat yang jelas, belum ada standarisasi dalam pelaksanaan urutan kerja (SOP), tidak ada training proses service knowledge untuk meningkatkan skill mekanik.

Usulan perbaikan yang dapat diberikan kepada perusahaan, antara lain : Mengajukan Permintaan pembelian / penambahan tools spesial kepada kepala bengkel, membuat label identitas dan diberikan marking, membuat standarisaasi untuk pelaksanaan urutan kerja (SOP), mengadakan training proses service knowledge. Improvement ini berhasil menaikkan target lead time yaitu dari 59.85% menjadi 89%.

Kata kunci : Lead time, Proses Tune up, Lean Production, VSM

# ABSTRACT

XYZ Workshop is one of the workshops engaged in the field of engine service & body repair. XYZ Workshop has been established since 1996. XYZ Workshop is located at Meruya Selatan No. 24 and has an area of 2200 m2 with a capacity of 250-300 cars. However, in the course of obtaining good quality, the company is still experiencing problems which are often found in the car service process. As in January 2019 - March 2019. it was found that the lead time of service process was very high.

The method employed in this research is Lean Production. The results showed that: (1) The highest lead time was the service tune up process with a percentage of 59.85% of the total of service process, (2) the average achievement of the actual lead time was 52.33% and did not reach the target, where the target of the minimum percentage of lead time service process is 81% (3) based on analysis of cause and effect diagrams, it was found 4 causes of high lead time, namely: there are no special tools for checking the car ECU and car tools lift (Hdirolik Lift), there is no specific location for the placement of tools, there is no standardization in the implementation of the work order (SOP) , there is no training of knowledge service process to improve the mechanic's skills.

Proposed improvements that can be given to companies, include: Proposing a request of purchasing / adding special tools to the head of the workshop, creating an identity label and it is marked, establishing the standardization for the implementation of the work order (SOP), organizing a training on knowledge service processes. This improvement succeeded in increasing the lead-time target, from 59.85% to 89%.



Key words: Lead time, Proses Tune up, Lean Production, VSM