

## DAFTAR TABEL

|   |    |
|---|----|
| Tabel 2. 1. Lambang- Lambang VSM Aliran Informasi.....                              | 15 |
| Tabel 2. 2. Matrix Jurnal .....   | 26 |
| Tabel 4. 1 Rata-rata Leadtime setiap tahapan proses service Jan-Mar 2019 .....      | 40 |
| Tabel 4. 2 Waktu Pengamatan Reception Proses.....                                   | 41 |
| Tabel 4. 3 Data Uji Keseragaman Reception Proses.....                               | 42 |
| Tabel 4. 4 Waktu Pengamatan Proses Service .....                                    | 43 |
| Tabel 4. 5 Data Uji Keseragaman Proses Service.....                                 | 44 |
| Tabel 4. 6 Waktu Pengamatan Final Check Process.....                                | 45 |
| Tabel 4. 7 Data Uji Keseragaman Final Check Process.....                            | 45 |
| Tabel 4. 8 Waktu Pengamatan Billing Proses .....                                    | 46 |
| Tabel 4. 9 Data Uji Keseragaman Billing Proses.....                                 | 47 |
| Tabel 4. 10 Waktu Pengamatan Proses Confirmation .....                              | 48 |
| Tabel 4. 11 Data Uji Keseragaman Proses Confirmation .....                          | 49 |
| Tabel 4. 12 Data Uji Keseragaman Data Proses Service Bengkel XYZ.....               | 50 |
| Tabel 4. 13 Perhitungan Uji Kecukupan Data Waktu Siklus.....                        | 51 |
| Tabel 4. 14 Hasil perhitungan waktu siklus setiap proses .....                      | 52 |
| Tabel 4. 15 Faktor Penyesuaian reception proses .....                               | 52 |
| Tabel 4. 16 Tabel Kelonggaran Proses Service .....                                  | 53 |
| Tabel 4. 17. Faktor Penyesuaian reception proses .....                              | 53 |
| Tabel 4. 18. Tabel Kelonggaran Proses Service .....                                 | 54 |
| Tabel 4. 19. Faktor Penyesuaian reception proses .....                              | 54 |
| Tabel 4. 20. Tabel Kelonggaran Proses Service .....                                 | 55 |
| Tabel 4. 21. Faktor Penyesuaian reception proses .....                              | 55 |
| Tabel 4. 22. Tabel Kelonggaran Proses Service .....                                 | 56 |
| Tabel 4. 23. Faktor Penyesuaian reception proses .....                              | 56 |
| Tabel 4. 24. Tabel Kelonggaran Proses Service .....                                 | 57 |
| Tabel 4. 25. Hasil Rekapitulasi Perhitungan Waktu Kerja .....                       | 58 |
| Tabel 4. 26. Current Process Activity Mapping.....                                  | 60 |
| Tabel 4. 27. Uraian rata-rata tiap tahapan proses service Januari - April 2019 .... | 62 |
| Tabel 4. 28. Pengolahan Data commulative rata-rata tiap proses .....                | 62 |
| Tabel 4. 29. Root Cause Analysis proses service .....                               | 64 |
| Tabel 4. 30. Usulan perbaikan dengan metode 5W1H.....                               | 66 |
| Tabel 4. 31. Rencana Penanggulangan untuk menurunkan Lead Time .....                | 69 |
| Tabel 4. 32. Future process activity mapping .....                                  | 72 |
| Tabel 5. 1. Hasil Improvement.....  | 75 |
| Tabel 5. 2. Rekapitulasi Analisa Hasil .....  | 77 |