

ABSTRAK

Data pada Tahun 2018 menunjukkan bahwa Tunas Toyota Bintaro memiliki problem di area *Body & Paint* mengenai KPI (*Key Performance Indicator*). Setelah dilakukan proses Pareto, problem terbesar yang menjadi prioritas utama di Tunas Toyota Bintaro BP adalah *ReDo Paint* dan *Parking Overflow*. Dari total *unit entry* yang ada, terjadi *Re-do Paint* 22% atau 678 unit dan terbanyak terjadi pada katagori pekerjaan *Medium Repiar*. Selain itu *Parking overflow* yang ditargetkan 100% masih diangka 192%. Setelah melakukan penelitian dan observasi, Problem yang terjadi disebabkan oleh beberapa hal yaitu Belum adanya *schedule maintenance periodic Spray Both* dan *Spray Gun*, Belum ada *Flow Proses* yang teratur, *Next process* dilakukan oleh teknisi yang berbeda, dan Teknisi belum mendapatkan pelatihan khusus. Untuk mengatasi masalah yang ada, dilakukan *Body Repair & Paint Process Improvement*, dengan melakukan *Develop Training Man Power* oleh *Paint Maker*, membuat dan mengembangkan *Multi Skill Man Power* dan *Stall Khusus*, Membuat *Flow Process* pengerjaan sesuai *Repair Time Guide*, dan Membuat *Schedule* untuk *Maintenance Spray Booth* dan *Spray Gun*. Setelah dilakukan proses Perbaikan / *Improvement*, *Redo Paint* berkurang menjadi 9,64% dan *Parking Overflow* menjadi 102%, sehingga terjadi pencapaian 101% terhadap target yang telah ditetapkan dan juga terjadi peningkatan terhadap *Key Performance Indicator* Bengkel yang lain seperti *Leadtime Pengerjaan*, *On Time Delivery*, *Customer Satisfaction Level*, *Revenue* dan *Profit Bengkel*.

Kata Kunci : *ReDo Paint, Parking Overflow, Spray Both, Spray Gun, Multi Skill Man Power, Stall*

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ABSTRACT

Data in 2018 shows that Tunas Toyota Bintaro has problems in the area of Body & Paint regarding KPI (Key Performance Indicator). After the Pareto process, the biggest problem that became the top priority in Tunas Toyota Bintaro BP was ReDo Paint and Parking Overflow. From the total entry units, there was Re-Paint 22% or 678 units and the most occurred in the category of Repair Medium. Besides that, the parking overflow targeted at 100% is still 192%. After conducting research and observation, the problem was caused by several things, maintenance periodic schedule for Spray Both and Spray Gun are not yet, There was no regular Flow Process, Next process was carried out by different technicians, and the Technicians had not received special training. To overcome the existing problems, the Body Repair & Paint Process Improvement was carried out, by developing Training Man Power by Paint Maker, creating and developing Multi Skill Man Power and Special Stall, Making Flow Process work according to the Repair Time Guide, and Scheduling Spray Maintenance Booth and Spray Gun. After the Improvement process was carried out, Redo Paint was reduced to 9.64% and Parking Overflow was 102%, so there was a 101% achievement of the set targets and there was also an increase in the other Key Performance Indicators, such as Leadtime Work, On Time Delivery , Customer Satisfaction Level, Revenue and Workshop Profit.

Keywords : *ReDo Paint, Parking Overflow, Spray Both, Spray Gun, Multi Skill Man Power, Stall*



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