

## **ABSTRACT**

*SCHOTT is a large group of business units scattered in countries around the world, one of which is the German headquarters. As one of the business unit that produces pharmaceutical packaging, along with other countries, Indonesia is one of the largest industries incorporated in the pharmaceutical packaging business unit. With the crisis that hit America in 2008 at the beginning, which later expanded to the whole world America, Europe and Asia. The impact of the economic crisis is very influential on the level of the company's business in Europe and America. This is also a big influence on business continuity and pharmaceutical packaging industries.*

*By understanding the demands and pressures experienced by the company, as part of the operation in order to improve the performance evaluation should be done and the steps in each process efficiently. Study factors that affect the operational losses in the Production and Technical Service, described using the six methods of analysis of large losses made by Nakajima, S. (1988) and Elley & Dissinger (2005), which classifies six operational losses in the production process (Department of Production, Quality and Technical Service). While a more in-depth analysis in relation to the performance is described Technical Service Department using the method of performance analysis by Hedding, R. (2004).*

*Conclusion and analysis of the loss factors using the method of measuring losses by Nakajima, S. (1988) and Elley & Dissinger (2005), which affect the operations of this research is a loss due to Perform Planned Reduction, Budget Setup, Planned Maintenance, and Repair Mechanic. While the conclusions and analysis, performance measurement method by Hedding, R. (2004), obtained by the performance factors that need to be increased by the Technical Service Department is the PM Schedule Compliance, PM Effectiveness, Schedule Loading Factor, Wrench Time and Proactive Work Capacity Index compared with the world class standard.*