ABSTRACT

According to the regulation on the service quality level (TMP) of PLN Regional Jawa Madura Bali in 2021, the speed of service days for new connections for medium voltage (TM) customers is carried out a maximum of 100 (one hundred) working days. Based on data on the speed of service days for new TM customers at PLN UP3 Banten Utara from 2017 to 2020, there are customers who are served more than TMP (100 working days). This delay makes PLN obliged to pay fines and lose sales revenue. In this study, data were collected by means of direct observation and interviews. Then by using the value stream mapping method, analysis of the process that has value (value added), processes that have no value (non-value added) and processes that have no value but cannot be eliminated (neccesary non-value added) is carried out to calculate the decrease in lead time. The results of the future stream mapping show that the largest potential delay comes from processing permits and material preparation, so that business process improvements are made by changing the flow of licensing and material preparation before the TMP is calculated. With the improvement of the business process, the lead time decreased by 40% from the previous 100 days to 60 days and the value added ratio increased from the previous 76% to 95%. In addition, the potential for increased sales can be obtained starting from Rp. 14,639,024, - to Rp. 1,823,778,407, - depending on the power of the customer's contract with a calculation of 40 hours per month (minimum energy)

Keywords: new connection, service quality level, lead time, value stream mapping, value added

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ABSTRAK

Menurut ketentuan tingkat mutu pelayanan (TMP) PLN Reg Jawa Madura Bali tahun 2021, kecepatan hari pelayanan sambungan baru pelanggan tegangan menengah (TM) dilaksanakan maksimal 100 (seratus hari) kerja. Berdasarkan data kecepatan hari layanan pemasangan baru pelanggan TM pada PLN UP3 Banten Utara dari tahun 2017 hingga 2020 terdapat pelanggan yang dilayani melebihi TMP (100 hari kerja). Keterlambatan ini membuat PLN wajib membayarkan denda dan kehilangan pendapatan penjualan. Dalam penelitian ini data dikumpulkan dengan cara pengamatan dan wawancara langsung. Kemudian dengan metode *value stream mapping* dilakukan analisis proses yang bernilai (*value added*), proses yang tidak bernilai (*non value added*) dan proses yang tidak bernilai namun tidak dapat dihilangkan (*neccesary non value added*) untuk dihitung penurunan *lead time*. Hasil *future stream mapping* diperoleh hasil potensi keterlambatan terbesar berasal dari pengurusan izin dan persiapan material sehingga dilakukan perbaikan proses bisnis dengan cara merubah alur pengurusan perizinan dan persiapan material menjadi diawal sebelum TMP terhitung. Dengan perbaikan proses bisnis tersebut didapatkan penurunan lead time sebesar 40% dari sebelumnya 100 hari menjadi 60 hari dan nilai *value added ratio* meningkat dari sebelumnya 76% menjadi 95%. Selain itu potensi peningkatan penjualan dapat diperoleh mulai dari Rp 14.639.024,- hingga Rp 1.823.778.407,- tergantung daya kontrak pelanggan dengan perhitungan 40 jam nyala perbulan (energi minimum)

Kata kunci: penyambungan baru, tingkat mutu pelayanan, lead time, value stream mapping, value added

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