

ABSTRAK

Proses permohonan *ground support equipment* memerlukan waktu sekitar 2 jam per permohonan. Proses permohonan *ground support equipment* dilakukan menggunakan sebuah form yang disebut *form Special Work Order (SWO)* yang masih berbentuk kertas. Penelitian ini bertujuan untuk mengidentifikasi pemborosan yang terdapat pada proses permohonan *ground support equipment* dan memberikan rekomendasi perbaikan untuk mengatasi pemborosan tersebut. Penelitian dilakukan menggunakan metode *Value Stream Mapping (VSM)*. Berdasarkan analisa aktivitas dan waktu yang telah dianalisa dari *current state mapping* dan *RCA*, diketahui bahwa proses permohonan *ground support equipment* membutuhkan waktu proses sebesar 1,894jam. Setelah diidentifikasi keterkaitan masalah dan pemborosan ditemukan penyebab pemborosan adalah metode yang digunakan, yaitu Form *SWO* yang masih analog dan belum ada inovasi perbaikan penerapan transformasi digital. Berdasarkan *future state mapping* rekomendasi perbaikan dengan menerapkan transformasi digital yaitu penggunaan *WebApps*, diketahui waktu proses dapat berjalan lebih efisien sekitar 24%, yaitu proses menjadi 1,435 jam.

Kata Kunci: Pemborosan, *Value Stream Mapping (VSM)*, *RCA*, Transformasi Digital



ABSTRACT

The ground support equipment request process takes approximately 2 hours per request. The process of requesting ground support equipment is carried out using a form called the Special Work Order (SWO) form which is still in paper form. This study aims to identify the waste contained in the ground support equipment application process and provide recommendations for improvements to overcome this waste. The research was conducted using the Value Stream Mapping (VSM) method. Based on the activity and time analysis that has been analyzed from the current state mapping and RCA, it is known that the ground support equipment request process takes 1.894 hours to process. After identifying the relationship between problems and waste, it was found that the cause of the waste was the method used, namely the SWO Form which was still analog and there was no innovation to improve the application of digital transformation. Based on the future state mapping recommendations for improvement by implementing digital transformation, namely the use of WebApps, it is known that the processing time can run more efficiently by around 24%, namely the process becomes 1.435 hours.

Keywords: Waste, Value Stream Mapping (VSM), RCA, Digital Transformation

