

ABSTRAK

Proses inspeksi di *workshop service repair* pada penelitian ini merupakan merupakan step crucial dalam kaitannya pemenuhan kecepatan layanan kepada customer. Banyaknya pemborosan dan aktifitas-aktifitas yang tidak bernilai tambah pada proses inspeksi tersebut menjadi permasalahan utama yang harus diperbaiki untuk meningkatkan keunggulan daya saing. Penelitian ini bertujuan untuk mengetahui penerapan *Lean Service* dalam memperbaiki proses inspeksi di sebuah *workshop service repair* dengan menggunakan metode DMAIC (*Define, Measure, Analyze, Improve, Control*) dan alat bantu LCM (*Lean Consumption Map*). Penelitian ini menggunakan metode penelitian kualitatif berdasarkan pengamatan secara langsung proses dan area kerja, wawancara dengan beberapa informan yang berkompenten (internal maupun perwakilan eksternal), serta analisa dokumen form dan prosedur. Dari hasil penelusuran ditemukan bahwa penelitian penerapan *Lean Service* masih terbatas pada beberapa sektor pelayanan umum saja, sedangkan penelitian serupa di bisnis *workshop service repair* masih jarang dan/atau masih dalam tahap awal. Hasil penelitian ini menemukan bahwa konsep *Lean Service* dengan metode DMAIC serta alat bantu LCM dapat diterapkan dan mampu memperbaiki proses inspeksi pada *workshop service repair*. Kemudian secara tidak langsung memberikan nilai tambah, meningkatkan kepercayaan dan kepuasan *customer*, serta dapat diterapkan pada usaha *workshop service repair* sejenis lainnya. Salah satu tantangan terbesar penerapan *Lean Service* di bidang usaha *workshop service repair* ini adalah karakteristik usaha *workshop* yang non-sistematis, tipikal pekerjaan yang selalu berbeda serta karakteristik kepuasan customer yang cukup beragam. Penelitian ini berusaha untuk berkontribusi dan memperluas bukti empiris penerapan *Lean Service* untuk usaha *workshop service repair* serta mendorong penelitian pada usaha jasa sejenis lainnya dimasa mendatang.

Keywords: *Lean Service, Lean consumption map, workshop service repair, dmaic*

ABSTRACT

The inspection process at the workshop service repair in this study is a crucial step in terms of providing speedy service to customers. The amount of waste and non-value-added activities in the inspection process is the main problem that must be corrected to increase competitive advantage. This study aims to determine the application of Lean Services in the inspection repair process at workshops service repair using the DMAIC (Define, Measure, Analyze, Improve, and Control) method and the LCM (Lean Consumption Map) tool. This study uses qualitative research methods based on direct observation of work processes and areas, interviews with several competent informants (internal and external), and analysis of forms and procedures documents. From the results of the search, it was found that research on the application of Lean Services is still limited to a few public service sectors, while similar research in the workshops service repair business is still rare and/or in its early stages. The results of this study found that the Lean Services concept with the DMAIC method and LCM tools can be applied and can improve the inspection process in workshops service repair. Then indirectly provide added value, increase trust, and increase customer satisfaction, which can be applied to other similar service workshop businesses. One of the biggest challenges in implementing Lean Services in the workshops service repair business is the non-systematic characteristics of the workshop business, the different types of work, and the varying characteristics of customer satisfaction. This research tries to contribute to and expand the evidence on the application of Lean Services to improve business repair services and encourage research on other similar businesses in the future.

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