IMPROVING WAREHOUSE PRODUCTIVITY THROUGH THE DELIVERY SERVICE PROCESS USING DMAIC METHOD IN A MINING COMPANY

UNDERGRADUATE FINAL PROJECT
Submitted as one of the requirements to obtain Sarjana Teknik (S.T.)

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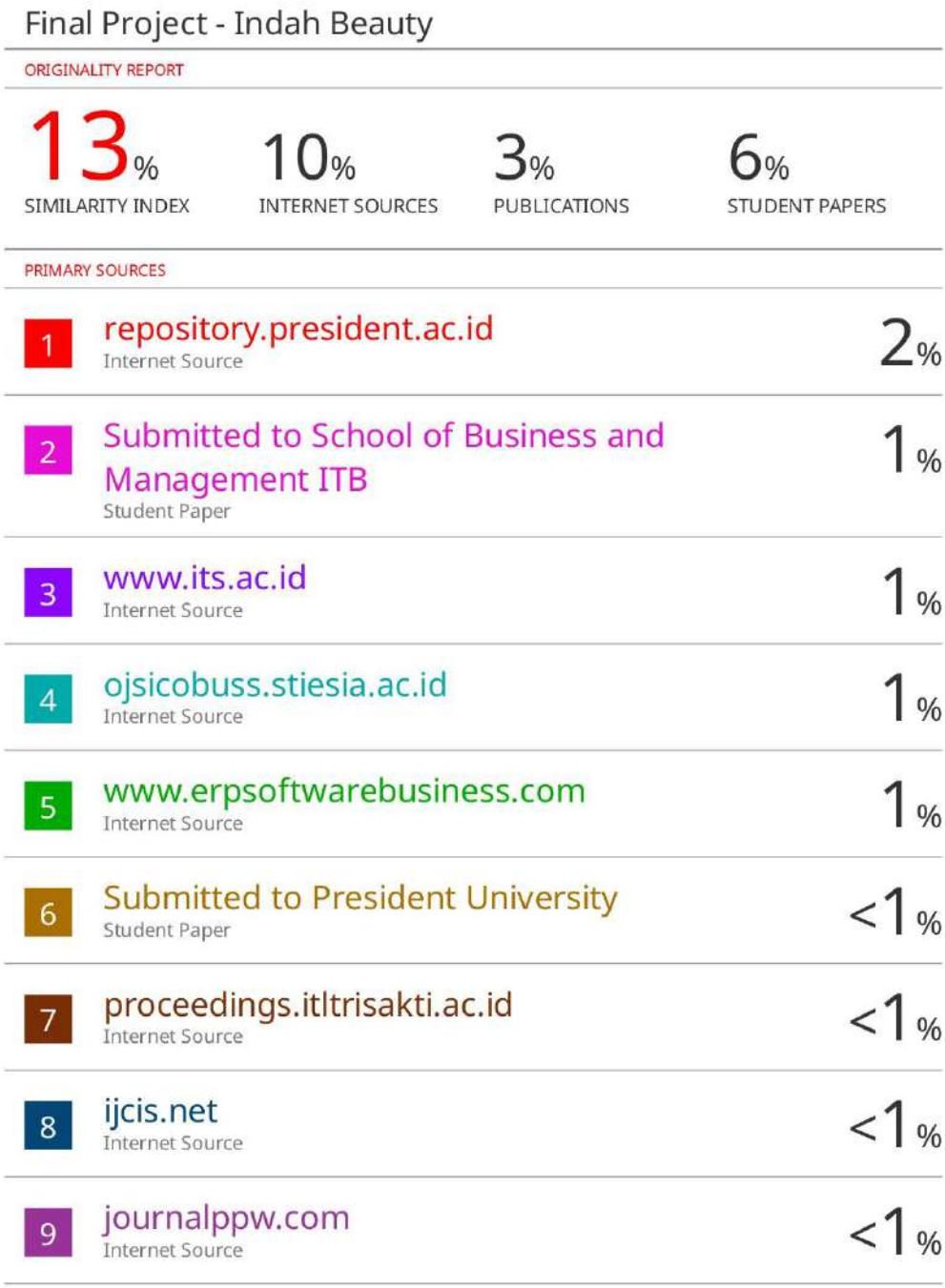
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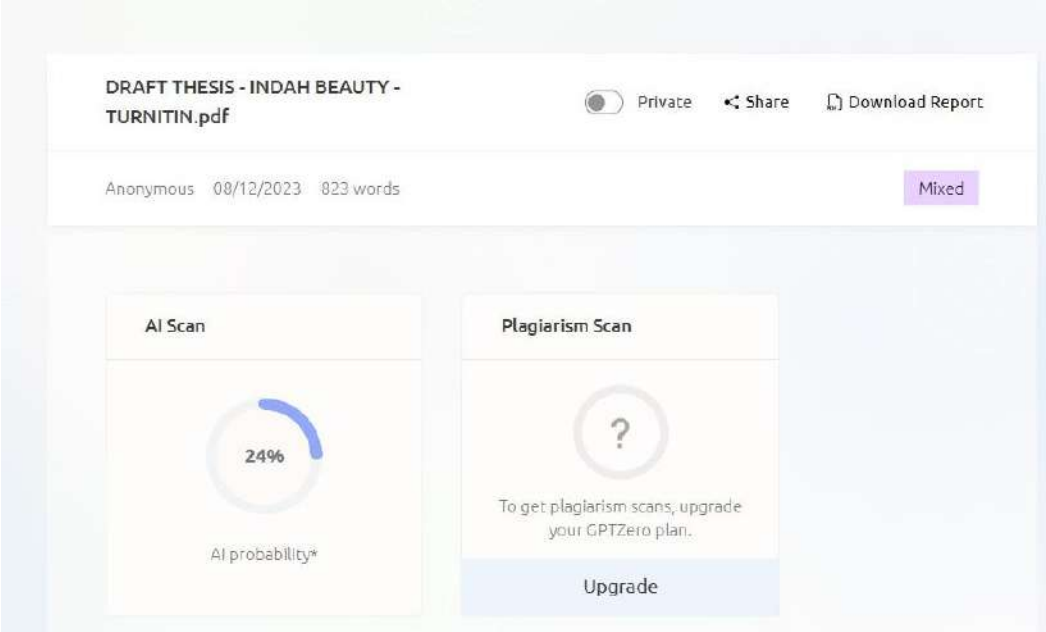
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ABSTRACT

Strategy in the process of supplying goods through a good delivery service is important in mining companies, where through the right delivery service strategy can achieve high performance in the supply of goods. In company PT. XYZ, the delivery location point area has a total of 19 location areas with the 33 departments. Based on the results of the evaluation of the delivery service process, the target was achieved in reducing the amount of accumulation of goods. From the data on the accumulation of goods found in the company's warehouse before the delivery service process ranged from approximately 5000 units of the number of goods ordered. From the data processed, it can be concluded that the delivery service is one of the good alternatives that can be done to reduce the accumulation of goods in the warehouse and increase work productivity in the warehouse. To further increase work productivity and reduce the accumulation of goods in the warehouse, it is recommended to make improvements to the delivery service, by applying the DMAIC (*Define Measurement Analyis Improvement Control*) method to make improvements, implementing a better goods supply management system, and strengthening training to improve employee work skills. Thus, it is expected that the goods delivery service system can operate more effectively, and productivity can increase at PT. XYZ. The results showed that this delivery service process is an effective tool for evaluating performance productivity and reduce the accumulation of goods in the warehouse area in mining companies. In this project, the results show the value of increasing the inventory level of goods for each type of item in the warehouse which has been proven by the achievement of productivity output with a quantity result of 1033 with a percentage of 100% after the delivery service.
Keywords: Delivery Service, DMAIC Method, Lean Six-Sigma, Productivity, Warehouse.

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LIST OF TERMINOLOGIES

Delivery service	:	A delivery service activity that refers to the process of transporting goods such as material goods, food items and other goods from one location to another.
Warehouse	:	A goods storage space centered on the distribution of receiving, storing, and shipping goods in manufacturing companies, mining companies, wholesalers, and so on.
Purchase Order	:	A document created to sign a contract between a buyer and a seller that includes details such as the quantity and type of goods, the price of the goods, delivery details, payment terms and other product related information.
Stock Requisition	:	A form used as a request for products or goods in a company or business that includes details such as item number, stock item code, quantity of goods and unit price of goods.
Stocktake	:	The process of checking, calculating, and recording all inventory items in a company that physically exist to ensure that the data of goods matches the actual number of goods.
Consigne Process	:	The consignee process is an activity in accepting the ordered goods correctly and will be signed by the user.