

**IMPROVING THE WORKLOAD OF WAREHOUSE EMPLOYEES IN
GIRIMULYA MULTI STORAGE BY USING DMAIC METHOD IN A
LEADING DISTRIBUTOR OF HEAVY EQUIPMENT AT SOUTH BORNEO**

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12207009

BACHELOR'S DEGREE
in

INDUSTRIAL ENGINEERING
FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY



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STATEMENT BY THE AUTHOR

I hereby declare that this submission is entirely original work of mine, with the exception of material that has been properly acknowledged in the thesis and that has not, to the best of my knowledge, been published or written by someone else or that has been accepted in substantial part for the award of any other degree or diploma at any educational institution.



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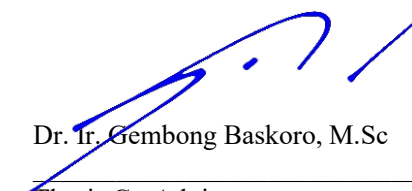
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ABSTRACT

IMPROVING THE WORKLOAD OF WAREHOUSE EMPLOYEES IN GIRIMULYA MULTI STORAGE BY USING DMAIC METHOD IN A LEADING DISTRIBUTOR OF HEAVY EQUIPMENT AT SOUTH BORNEO

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Productivity is important thing in company, how to make it effective, faster and productive. However one of the most important is about internal process, in this research author try to make a simple research for one of Leading Distributor of Heavy Equipment at South Borneo using Define, Measure, Analyze, Improve and Control (DMAIC) method for their warehouse processing. In this research about overtime warehouse crew is raised that inversely proportional than Voice of Customers (VoC). So we need to improve the internal process to make internal process more better. So author will using DMAIC to finding root cause the problem, Analyze, Measure, Improve and Control. VoC and Fishbone can be use as tools for indicate root cause from a problem. In this case one of VoC is about “Fulfillment of Parts Always Delay and Late, which results in the fulfillment of parts backlog to the Plant not being on schedule ?” so author trying to find in internal process first. As we know on time delivery is impact for customers production. Author using fishbone tools to find detail root cause about this and get root cause about low competency people and about messy spare parts location. Productivity can raised if warehouse crew work effective with good internal process and also infrastructure is proper.

Keywords: Define Measure Analyze Improve & Control (DMAIC), Fishbone, Voice of Customers (VoC), Root Cause Analysis (RCA).

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DEDICATION

In addition to improving the company where I work—more especially, my department's mission to have continual improvement—this thesis is dedicated to my beloved Indonesia.

ACKNOWLEDGEMENTS

All praise to Allah Subhanahu wa ta'ala thank you for His mercy and grace, greetings and blessings to our great Prophet Muhammad Shalallaahu Alaihi Wassalaam so that the writer can compose and complete the thesis with the title "IMPROVING THE WORKLOAD OF WAREHOUSE EMPLOYEES IN GIRIMULYA MULTI STORAGE BY USING DMAIC METHOD IN A LEADING DISTRIBUTOR OF HEAVY EQUIPMENT AT SOUTH BORNEO". this thesis was made and can be completed by the assistance of several parties, namely as follows :

1. Beloved mother who has provided motivation and moral support to complete this thesis.
2. My darling daughters, Grace, Eya, and Ine, and my cherished wife, Ievva, who never ceased to inspire me while I worked to finish this thesis.
3. Rudy Poerwanto, S.T, as Service Division Head & Daniel Henry Frans Mollet, S.T, as Parts Division Head who has fought for and facilitated writer to continue education at Swiss German University.
4. Gayus Senoaji, S.T, as site manager Satui who has given me the trust and responsibility to lead and direct as spare parts leader.
5. The advisor, Dr. Eng. Sumarsono, S.T., MT, OCP, has guided and inspired me to complete my studies, and he has also helped me along the way as I've finished this thesis.
6. In her dual roles as SGU's Director of Strategic Development and Cooperation and Co-Advisor, Dr. Ir. Gembong Baskoro, M.Sc., has inspired and guided me to complete my studies to the best of my ability and has mentored me while I've worked on this thesis.
7. All teaching lectures in SGU's who has teaches science which is very useful as knowledge in preparing this thesis.
8. All leader and colleagues at my work for their assistance and cooperation during this research.
9. All Sangatta What's App Group student, thanks for your help and assist to share and discussion during college together.
10. Students at the Swiss German University who never fail to encourage and support one another from the start of class till the finish.

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