

**ESTABLISHING FAILURE IN PROCESS *DASHBOARD* (FIPRO) TO
ACHIEVE OPERATIONAL EXCELLENCE IN PT WAP**

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



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ABSTRAK

ESTABLISHING FAILURE IN PROCESS *DASHBOARD* (FIPro) TO ACHIEVE OPERATIONAL EXCELLENCE IN PT WAP

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PT. WAP adalah Perusahaan yang bergerak di bidang *Manufacturing* alat berat . Banyaknya kejadian-kejadian atau *Failure* baik itu dari internal proses (*inhouse*) maupun dari *external* proses (*outhouse* atau *subcontractor*) akan membuat kualitas produk PT. WAP menjadi tidak *excellent* dan tentu saja akan berdampak pada kelangsungan order berikutnya. Mekanisme dari pelaporan masalah yang terjadi di internal proses masih menggunakan *paper* berupa file excel yang harus di isi oleh orang yang menemukan masalah, *paper* tersebut kita namakan “Laporan Masalah”.

Tujuan dari Thesis ini adalah membuat suatu *Dashboard* digitalisasi sebagai pengganti Form Laporan Masalah. Dan penulis menggunakan Metodologi 8 *Steps* didalam penulisan Thesis ini. Didalam *Dashboard* tersebut kita dapat melakukan *creating* Laporan Masalah / *Failure in Process* mulai dari total tiket, *open* tiket sampai *closed ticket*. Kesimpulan dari adanya *Dashboard* FIPRO ini adalah untuk mempercepat proses pelaporan masalah dan juga sebagai *big data* yang terdokumentasi di sistem sehingga *Traceability*-nya menjadi lebih baik daripada menggunakan *manual Report*.

Keywords: Manual, Traceability, Aging, Dashboard.

ABSTRACT

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PT. WAP is a company engaged in the field of heavy equipment manufacturing. The number of incidents or failures both from internal processes (inhouse) and from external processes (outhouse or subcontractors) will make the quality of PT WAP products less than optimal and of course will have an impact on the sustainability of the next order. The mechanism for *Reporting* problems that occur in the internal process still uses paper in the form of an excel file that must be filled in by the person who finds the problem, we call the paper "*Problem Report*". The purpose of this Thesis is to create a digitalization *Dashboard* as a replacement for the *Problem Report* Form. And the author uses the 8 Step Methodology in writing this Thesis. In the *Dashboard*, we can create a *Problem / Failure Report* starting from total *tickets*, open *tickets* to closed *tickets*. The conclusion of the FIPRO *Dashboard* is to speed up the *problem Reporting* process and also as a big data documented in the sistem so that the traceability becomes better then manual.

Keywords: Manual, Traceability, Aging, Dashboard.



DEDICATION

Saya mendedikasikan skripsi ini untuk perusahaan yang saya cintai PT. WAP. Dimana tempat saya bekerja sudah lebih dari 25 tahun dan saya juga ingin mendedikasikan skripsi ini untuk para pengajar di SGU yang telah memberikan ilmu selama menjalani proses belajar.



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