

SUMMARY

Achmad Fadla. Department Of Industrial Engineering. Faculty Of Engineering Brawijaya University. January 2017. Waste minimization in the Health Service Unit using Lean Healthcare Approach (case study: Clinic Of Brawijaya University). Supervisors: Sugiono and Rakhmat Himawan.

Development on health service demand a health agencies to have their competitiveness by improving the quality of service. Health service agencies had to convince consumers that the service provided is a quality service with fast service, time service fees that are affordable and good service. Ub clinic is an instance of unit services aimed at the general public engaged in health. One of his Ministry, General Clinic. Problems that occurred in its service are waiting, defects, transportation, not the talented, and motion. To analyze, we used big picture mapping tool for identified waste and do a repair recommendation of waste are significant and priority with the approach of the failure mode and effect analysis.

This research was conducted on drawing of big picture mapping to identify activities that belong to the non value added activity of the patients come to the patient's home. After that is done from the categorization of these activities correspond with the type of activity. Activities that belong to the non value added will be categorized into 8 waste, the activity that is classified in the category of waiting, transportation, and motion. Once identified, waste identified on big picture mapping combined with waste identified in earlier research. Next, do the determination of waste significant priority and by using questionnaire and the diagram pareto, waste priorities and recommendations that will be given significant improvements namely waste not talented. Improvement recommendations done obtained from the results of the identification of the root causes of the problem of waste with the ishikawa diagram and by looking at the value of the RPN on FMEA, obtained the activity should be given recommendations for repair.

Based on the recommendations of improvements, there are 3 recommendations are given, namely, first, do repairs on a standard operational procedure (SOP) which consists of a description of the duties and responsibilities of workers medical record and make visual control tools to remind the SOP number 4, after the implementation of these recommendations, there is a decrease in the time from 158 seconds to 22.25 seconds. Second, the settings of the layout of the holding place of the medical equipment that has not been arranged by moving to places that do not interfere with the activity of the Ministry of health. Third, the introduction of the back or socialize back standard operational procedure that is set up in the Permenkes No. 30 2014 about standard service kefarmasian, socialization is using posters as visual reminder tools placed at strategic places.

Key Word: *Lean healthcare, value stream mapping, diagram pareto, ishikawa diagram, FMEA*

UNIVERSITAS BRAWIJAYA

(Halaman ini sengaja dikosongkan)

