

**BUSINESS PROCESS IMPROVEMENT USING SIX SIGMA DMAIC**

**A CASE STUDY IN PT. XYZ**

By

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11212050

BACHELOR'S DEGREE

in

INDUSTRIAL ENGINEERING

FACULTY OF ENGINEERING AND INFORMATION TECHNOLOGY



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August 2016

### 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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## ABSTRACT

### BUSINESS PROCESS IMPROVEMENT USING SIX SIGMA DMAIC A CASE STUDY IN PT.XYZ

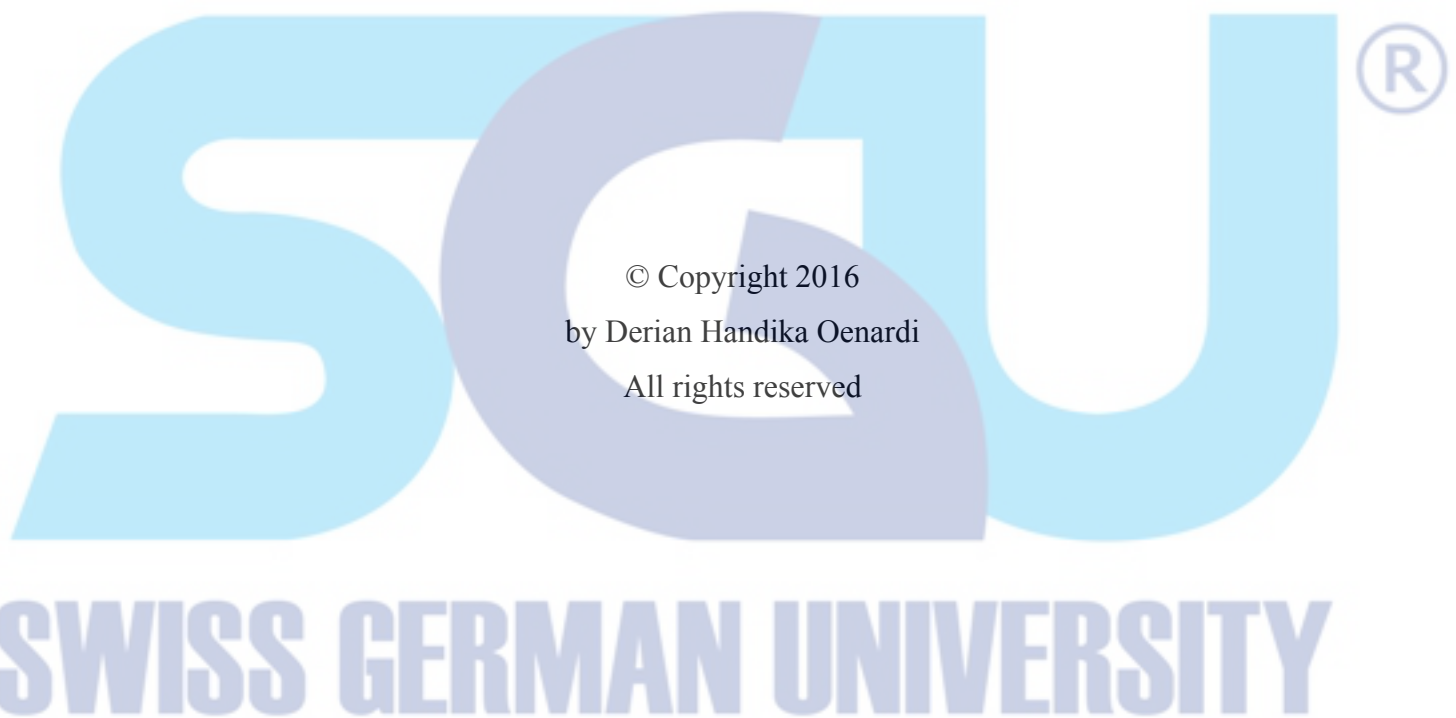
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In today's competitive era, the rivalry between companies are taken to the next level, as companies compete to gain competitive advantage in order to earn profit as much as possible and be the most financially successful. The hotel industry in Bali is no different than that, as numerous new hotels are being built each year and hotels strive to improve to stay on top of the competition. That is the underlying reason why business process improvement is the focus of this thesis, to earn more profit by increasing the efficiency of the business processes so that they are more cost and time efficient. In this study, the Six Sigma DMAIC methodology is chosen as a fundamental tool to conduct business process improvement at PT. XYZ. The business processes in the company will be measured, analysed, and then improved in the form of flowcharts as the new process is illustrated. The findings of this study is that several business processes have the potential to be improved so that they are more efficient, and it is recommended to implement the improved business processes to increase process efficiency, reduce process operating cost and attain higher profitability.

*Keywords: Business Process Improvement, Six Sigma, DMAIC*



## **DEDICATION**

I dedicate this research to my beloved family, friends and lecturers.



## ACKNOWLEDGEMENTS

Firstly, I would like to thank God for the completion of this thesis, as He gave me the power to create the ideas that I needed, and the will to finish my final assignment despite of many temptations to play around that might distract my focus.

I am glad to have the support my family even if I did not get to see them everyday, and thanks for giving me short holidays in between my hectic days to keep me refreshed and motivated.

Also, I would like to express my gratitude to Ir. Paulus GL Sarwanawadya, MBA and Dr. Ir. Yuki Indrayadi, MME as my advisor and co-advisor for their time, guidance and for giving appropriate feedbacks throughout the thesis writing process.

I am deeply indebted by the owner and managers of PT. XYZ, who are willing to let me assess their hotel, provide me with the data that I required, and tirelessly answer my questions to allow me to further understand the processes.

And last but not least, I would like to thank my fellow industrial engineering classmates for all of the laughs and tears that we have shared.

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