ABSTRAK

Abram Noel (00000007336)

PERBAIKAN KUALITAS JASA UNTUK PERUSAHAAN *SNEAKCARE* DENGAN MENGGUNAKAN MODEL INTEGRASI *SERVICE BLUEPRINT, FAILURE MODE AND EFFECT ANALYSIS,* DAN *FAULT TREE ANALYSIS*

Tugas Akhir, Fakultas Sains dan Teknologi 2018

(xv + 70 halaman, 18 tabel, 8 gambar, 6 rumus, 4 lampiran)

Dewasa ini, sepatu bukan lagi hanya sekedar alas kaki. Sepatu-sepatu tertentu mampu menunjukkan kelas sosial seseorang. Perkembangan harga sepatu dan kepentingan masyarakat dalam memakai sepatu menjadi pemicu berkembangnya perusahaan jasa cuci sepatu. Perusahaan yang baru berkembang ini umumnya adalah perusahaan berjenis UMKM (Usaha Mikro Kecil Menengah) yang mempunyai ciri-ciri kurangnya tenaga kerja profesional sehingga memiliki masalah pada kualitas pelayanan. Salah satunya perusahaan yang menjadi obyek penelitian ini adalah *Sneakcare*. Permasalahan kualitas tersebut menetapkan tujuan penelitian ini yaitu memperbaiki kualitas jasa *Sneakcare*. Semua proses pada *Sneakcare* diidentifikasi dengan menggunakan *Service Blueprint* sehingga didapatkan *fail point* dan *risk of excessive wait*. Untuk mengatasi *risk of excessive wait*, setiap proses layanan pada *Sneakcare* diberikan standar waktu karena sebelumnya tidak ada standar. Untuk mengatasi *fail point,* digunakanlah metode *Failure Mode and Effect Analysis* (FMEA) untuk menetapkan jenis kesalahan mana yang paling mendesak untuk diadakan perbaikan dan ditemukanlah lima jenis kesalahan yang paling mendesak untuk diadakan perbaikan. Lima jenis kesalahan tersebut kemudian dicari akar permasalahannya menggunakan *Fault Tree Analysis* (FTA). Setelah akar permasalahan teridentifikasi, diberikan enam usulan perbaikan yang diimplementasikan. Implementasi dianggap berhasil karena mampu mengurangi jumlah kesalahan pada proses yang dianalisis.

Kata kunci: Kualitas, *Service Blueprint*, FMEA, FTA

Referensi: 14 (2007-2017)

ABSTRACT

Abram Noel (00000007336)

QUALITY IMPROVEMENT FOR SNEAKCARE'S SERVICES USING INTEGRATION MODEL OF SERVICE BLUEPRINT, FAILURE MODE AND EFFECT ANALYSIS, AND FAULT TREE ANALYSIS

Thesis, Faculty of Science and Technology, 2018

(xv + 70 pages, 18 tables, 8 images, 6 equation of formulas, 4 attachments)

Nowadays, shoes is not just a casual footwear. Certain shoes can show someone social class. The increase of shoe prices and society's consideration of wearing shoes became a trigger the development of shoe laundry service companies. This new companies mainly started as small company, which is have no profesional worker that lead to a poor quality of services as one of their characteristic features, this characteristice features also happen in the object of this research, a shoe laundry company called Sneakcare. This quality problems lead to this research purpose that is quality improvement in Sneakcare. All of the service processes in Sneakcare was identified using Service Blueprint, then got the fail point and risk of excessive wait. Risk of excessive wait was resolved by giving standard time to each process because there was no standard time before. Fail point was overcomed by first using the Failure Mode and Effect Analysis (FMEA) to identify which failure mode has the most urgency to receive improvement, then found that there were five failure mode that have the most urgency to receive improvement. Those five failure mode then identified using Fault Tree Analysis (FTA) to get the roots of the problems. After the roots of the problemes got identified, there are six improvement suggestion that implemented. Implementation of the suggestion was considered a success because there are significant decrease in the process that analyzed.

Key words: Quality, Service Blueprint, FMEA, FTA

References: 14 (2007-2017)