

## Penerapan metode lean terhadap peningkatan kinerja pelayanan IGD di RSUD Cilincing tahun 2017 = Application of lean method on improving service performance of IGD at Cilincing Hospital 2017

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### Abstrak

Standar Pelayanan Minimal Kemenkes No 129 Tahun 2008 yaitu respon time dankepuasan pelanggan. Salah satu cara untuk meningkatkan kinerja denganmenerapkan metode Lean. Penelitian ini menggunakan operasional researchdengan pendekatan kualitatif bertujuan untuk melihat kinerja pelayanan IGDRumah Sakit Umum Daerah Cilincing sebelum dan sesudah penerapan metodeLean.

Hasil penelitian menunjukkan sebagian besar waktu pelayanan merupakannon value added waste sebesar 65.39 sedangkan kegiatan value added sebesar34,61. Setelah penerapan metode Lean di IGD menghasilkan perbaikan kinerja pelayanan IGD dengan menurunkan kegiatan non value added menjadi 38,6 danmeningkatkan kegiatan value added menjadi 61,4 . Perbaikan respon time dari30,37 menjadi 10,4 menit dan kepuasan pelanggan dari 60,28 menjadi 77,78 .Keynote :Metode Lean, Value Added, Non Value Added, Kinerja, Respon Time, KepuasanPelanggan

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Name Netty SiahaanStudy Program Hospital Administration StudyJudul Application of Lean Method on Improving Service Performanceof IGD at Cilincing Hospital 2017The performance of service at IGD Cilincing Hospital still under MinimumService Standard Kemenkes No 129 2008 that is the response time and customersatisfaction. One way to improve performance by applying the Lean method. Thisresearch uses operational research with qualitative approach aims to see serviceperformance of IGD Cilincing Hospital Area before and after application of Leanmethod.

The result of research shows that most of service time is non value added waste equal to 65.39 while value added activity is 34,61. After theapplication of Lean method in IGD resulted in improved performance of IGDservices by decreasing non value added activities to 38.6 and increasing valueadded activities to 61.4. Improved response time from 30.37 to 10.4 minutes andcustomer satisfaction from 60.28 to 77.78 .Keywords Lean Method, Value Added, Non Value Added, Performance, Response Time, Customer Satisfaction.