

Pengukuran kinerja maintenance dengan metode six sigma maintenance scorecard: studi kasus maintenance workshop PT Indopelita Aircraft Services = Measurement of maintenance performance using six sigma maintenance scorecard method: case study in maintenance workshop of PT Indopelita Aircraft Services

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Abstrak

Penilaian kinerja pemeliharaan penting dilakukan karena pemeliharaan dianggap sebagai biaya terbesar. Pemeliharaan juga mengembalikan barang ke kinerjanya yang semula sehingga keberadaannya perlu dilakukan. Ada banyak tools dalam melakukan evaluasi terhadap kinerja pemeliharaan, salah satunya adalah dengan Maintenance Scorecard. Kombinasi antara Six Sigma dengan Maintenance Scorecard membantu menilai kinerja pemeliharaan dalam bentuk perhitungan DPMO dan sigma level serta membantu pemeliharaan agar menuju tujuan yang ingin dicapai.

Six Sigma Maintenance Scorecard terbukti efektif dalam mengevaluasi kinerja pemeliharaan berdasarkan penelitian terdahulu. Six Sigma Maintenance Scorecard menggunakan Maintenance Key Performance Indicators British Standard. Terdapat 21 indikator yang relevan terhadap Perusahaan, namun hanya 9 indikator yang dimasukkan kedalam perhitungan pada penelitian ini karena keterbatasan.

Hasil dari penelitian ini adalah pengukuran kinerja dengan Six Sigma Maintenance Scorecard sementara pada PT Indopelita Aircraft Services. Six Sigma Maintenance Scorecard masih bersifat sementara dikarenakan adanya indikator-indikator lain yang seharusnya turut dihitung. Selain itu, penelitian ini juga memberikan rekomendasi aspek yang perlu ditingkatkan serta saran untuk penelitian kedepannya dan PT Indopelita Aircraft Services.

.....Maintenance performance assessment is important to be done because maintenance is still considered as the biggest cost. Maintenance turns thing into its best performance so it is necessary to do maintenance.

There are many tools to evaluate maintenance performance, one of those is Maintenance Scorecard.

Combination between Six Sigma and Maintenance Scorecard helps evaluating maintenance performance with the calculation of DPMO and sigma level. It also helps to obtain the desired purpose.

Six Sigma Maintenance Scorecard is proven to be an effective tool to evaluate maintenance performance according to previous research. Six Sigma Maintenance Scorecard uses Maintenance Key Performance Indicators British Standard. There are 21 relevant indicators to company, but only 9 of them were included in this research because of limitation.

Results are the measurement using temporary Six Sigma Maintenance Scorecard in PT Indopelita Aircraft Services. Six Sigma Maintenance Scorecard is still temporary because of there are indicators which should be included too. Furthermore, this research also gives recommendation of aspects which should be improved and suggestions for both future research and PT Indopelita Aircraft Services.