

# Meningkatkan Reliability dengan Indikator Mean Time Between Failure. Studi Kasus: Project Full Maintenance Contract Scania R580 PT United Tractors Jobsite Adaro Tanjung, Tabalong, Kalimantan Selatan = Improving Reliability with Mean Time Between Failure Indicators. Case Study: Project Full Maintenance Contract Scania R580, PT United Tractors Jobsite Adaro Tanjung, Tabalong, South Kalimantan.

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## Abstrak

Full Maintenance Contract (FMC) merupakan salah satu lini bisnis dari departemen service PT United Tractors dalam melakukan kontrak perawatan dengan pelanggan. Reliability mesin dengan indikator physical availability (PA) dan mean time between failure (MTBF) adalah KPI yang disepakati dengan pelanggan dengan target minimum tertulis dalam perjanjian. FMC Scania SIS Adaro mengalami permasalahan MTBF tidak mencapai target selama empat bulan berturut-turut, yaitu selama bulan November 2022 sampai dengan bulan Februari 2023. Unscheduled breakdown adalah hal yang paling berpengaruh terhadap MTBF. Project ini bertujuan untuk meningkatkan MTBF dengan menurunkan frekuensi unscheduled breakdown. Proyek ini dikerjakan mengikuti kerangka kerja PDCA dan beberapa kombinasi tools analisa, yaitu diantaranya pareto diagram, 5-why analysis, FMEA, dan 5W2H. Hasil perbaikan dalam proyek ini mampu meningkatkan MTBF dari 106,8 jam menjadi 142,9 jam (target minimal MTBF 120 jam).

.....Full Maintenance Contract (FMC) is one of the business lines of the PT United Tractors service department in carrying out maintenance contracts with customers. Machine reliability with physical availability (PA) and mean time between failure (MTBF) indicators is a KPI agreed with the customer with the minimum target written in the agreement. FMC Scania SIS Adaro experienced MTBF problems not reaching the target for four consecutive months, from November 2022 to February 2023. Unscheduled breakdown was the thing that most affected MTBF. This project aims to increase MTBF by reducing the unscheduled breakdown frequency. This project was carried out following the PDCA framework and several combinations of analysis tools, including pareto diagrams, 5-why analysis, FMEA, and 5W2H. The results of the improvements in this project were able to increase the MTBF from 106.8 hours to 142.9 hours (minimum target of 120 hours MTBF).