

Optimasi Proses Pengadaan Suku Cadang Pesawat pada Perusahaan MRO di Indonesia dengan Rekayasa Bisnis Proses = Optimization of the Aircraft Spare Parts Procurement Process at an MRO Company in Indonesia Using Business Process Reengineering

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Abstrak

Pengadaan suku cadang pesawat sangat penting untuk efisiensi operasional dan keselamatan perusahaan Maintenance, Repair, and Overhaul (MRO) dalam sektor penerbangan. Namun, secara aktual, proses pengadaan suku cadang yang ada di salah satu perusahaan MRO di Indonesia mengalami keterlambatan dimana pengadaan suku cadang dari proses Repair Order (RO) memiliki Turnaround Time (TAT) yang belum memuhi target standar TAT yang telah ditetapkan. Sehingga penelitian ini bertujuan untuk mengoptimalkan desain proses pengadaan suku cadang pada perusahaan MRO di Indonesia menggunakan pendekatan Rekayasa Bisnis Proses (BPR). Metode Analytic Hierarchy Process (AHP) digunakan untuk memprioritaskan faktor pengaruh utama pengadaan suku cadang serta Technique for Order of Preference by Similarity to Ideal Solution (TOPSIS) untuk membantu dalam pemilihan teknologi yang sesuai. Pada penelitian ini dihasilkan bahwa faktor time management sangat berpengaruh pada proses pengadaan serta dengan penerapan penggabungan teknologi process automation dan intelligent monitoring system menjadi teknologi yang sesuai karena dapat menghasilkan pengurangan waktu proses sebesar 21%.

.....The procurement of aircraft spare parts is crucial for the operational efficiency and safety of Maintenance, Repair, and Overhaul (MRO) companies in the aviation sector. However, in reality, the spare parts procurement process at one MRO company in Indonesia is experiencing delays, with the procurement of spare parts through the Repair Order (RO) process having a Turnaround Time (TAT) that does not meet the established standard TAT targets. Therefore, this research aims to optimize the design of the spare parts procurement process in MRO companies in Indonesia using a Business Process Reengineering (BPR) approach. The Analytic Hierarchy Process (AHP) method is used to prioritize the main influencing factors in spare parts procurement, and the Technique for Order of Preference by Similarity to Ideal Solution (TOPSIS) is used to assist in selecting the appropriate technology. This study found that time management is highly influential in the procurement process, and the implementation of combining process automation technology and intelligent monitoring system is the appropriate technology as it can result in a 21% reduction in process time.