

ABSTRACT

Dr. Hasan Sadikin public hospital (RSHS) is one of the type A hospital in Indonesia, being support by extensive medical specialist and subspecialist service, RSHS has a diverse and comprehensive facility, which has become one of the causes of the high number of incoming patients. The high number of patients that is not comparable with the preparation of service from the hospital then cause problems, such as long queing time spent by the patient, the condition of the facilities that is not maintained, and the variance of the service delivery procedures. To achieve the vision of the hospital, “Being a world class Indonesian hospital that excel in service, education, and research”, then an improvement of quality system in Outpatient Installation of RSHS service, where this final project research is focused is necessary.

Lean Six Sigma and Service Quality are the methods that used to improve quality of the service system. Lean method will identify waste and eliminate it, then Six Sigma method used to improve the quality by pressing the number of defects, last Service Quality will help to find a service system that is expected by the patient as a customer till reach the form of excellent service.

Based on the research, critical waste on Outpatient Installation of RSHS service system that has been found are Waiting, Defect, Excess Processing, and Environmental, Health, and Safety (EHS) and the repair solutions to cope wastes that has been found are scheduling the personnel work hour, change the collection system of the patient enrollment requirements, apply computerized database system that connects patients to each clinic and lab facilities in Outpatient Installation, so the registration and examination requirements completeness process only done once.

Solutions for the problem that occurred, later given a priority number by using FMEA tool, and the result order of the priority improvements are improvement of *waste Waiting, Defect, Excess Processing*, dan EHS.

Key Words : Lean Six Sigma, Service Quality, Healthcare Service, Critical Waste, FMEA.