

PREFACE

Alhamdulillah, all praise and gratitude the author offers to the presence of Allah SWT because of His abundant Grace and Guidance the author can complete the mini thesis entitled "Distribution Digitalization Improvement for Purchasing 3KG LPG in PT. Artha Patra Kesuma Using Lean Six Sigma DMAIC Approach". The purpose of writing this thesis is to fulfil one of the requirements for graduation from the S1 ICT Business Study Program, Faculty of Economics and Business, Telkom University Bandung.

Throughout the process of writing this mini-thesis, I have received extensive guidance, feedback, and motivation from various individuals. Therefore, I would like to express my sincere thanks to:

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I hope that this mini-thesis provides valuable insights for readers and contributes meaningfully to the existing body of knowledge, particularly in the areas of distribution digitalization and Lean Six Sigma methodologies. By addressing inefficiencies in the digitalization process of 3kg LPG distribution at PT. Artha Patra Kesuma, this research aims to enhance operational efficiency, customer satisfaction, and overall reliability, while also encouraging further academic exploration of similar topics. Despite the efforts invested, I am aware of

the limitations in scope and depth due to constraints in time and resources. Therefore, I remain open to constructive feedback and suggestions to improve this work and guide future studies, with the hope that this research inspires both academic and practical advancements in process improvement and digital transformation.

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Who make the statement,

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