

**Analisis alur proses pelayanan resep dengan mengaplikasikan lean thinking di instalasi farmasi RSUD Kota Bogor tahun 2016 =
Prescription services process flow analysis by applying lean thinking in RSUD Kota Bogor pharmacy installation 2016 / Wiwik Wirjanto**

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Abstrak

Lean adalah upaya terus menerus untuk menghilangkan pemborosan (waste) dan meningkatkan nilai tambah (value added) produk, baik barang ataupun jasa kepada pelanggan. Penelitian ini menganalisis alur proses pelayanan resep dan mendesain usulan perbaikannya dengan mengaplikasikan lean thinking. Dengan desain penelitian operational research, dilakukan observasi, wawancara mendalam dan telaah dokumen. Hasil penelitian menunjukkan kegiatan non value added 64% dan value added 36%. Data tersebut menunjukkan telah terjadi pemborosan (waste). Simulasi usulan perbaikan dilakukan untuk meminimalkan pemborosan dan terbukti ada peningkatan value added yang menunjukkan ada efisiensi pelayanan.

.....Lean is a continuous effort to eliminate waste and increase the value added of product, whether goods or services to customers. This study analyzes the service process flow of prescription and designing the proposed improvement by applying lean thinking. With the design of operational research studies, observations, in-depth interviews and review documents. The results showed non-value added activities 64% and 36% value added. The data shows there has been a waste. Simulation of the proposed improvements were made to minimize waste and proved there was an increase in the value added showed efficiency.