

# Redesign of office layout using activity relationship chart (ARC) at the “X” department administration office of a “Y” university

*by Wahyukaton -*

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# PROCEEDING 11<sup>th</sup> ISIEM 2018



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# PROCEEDING

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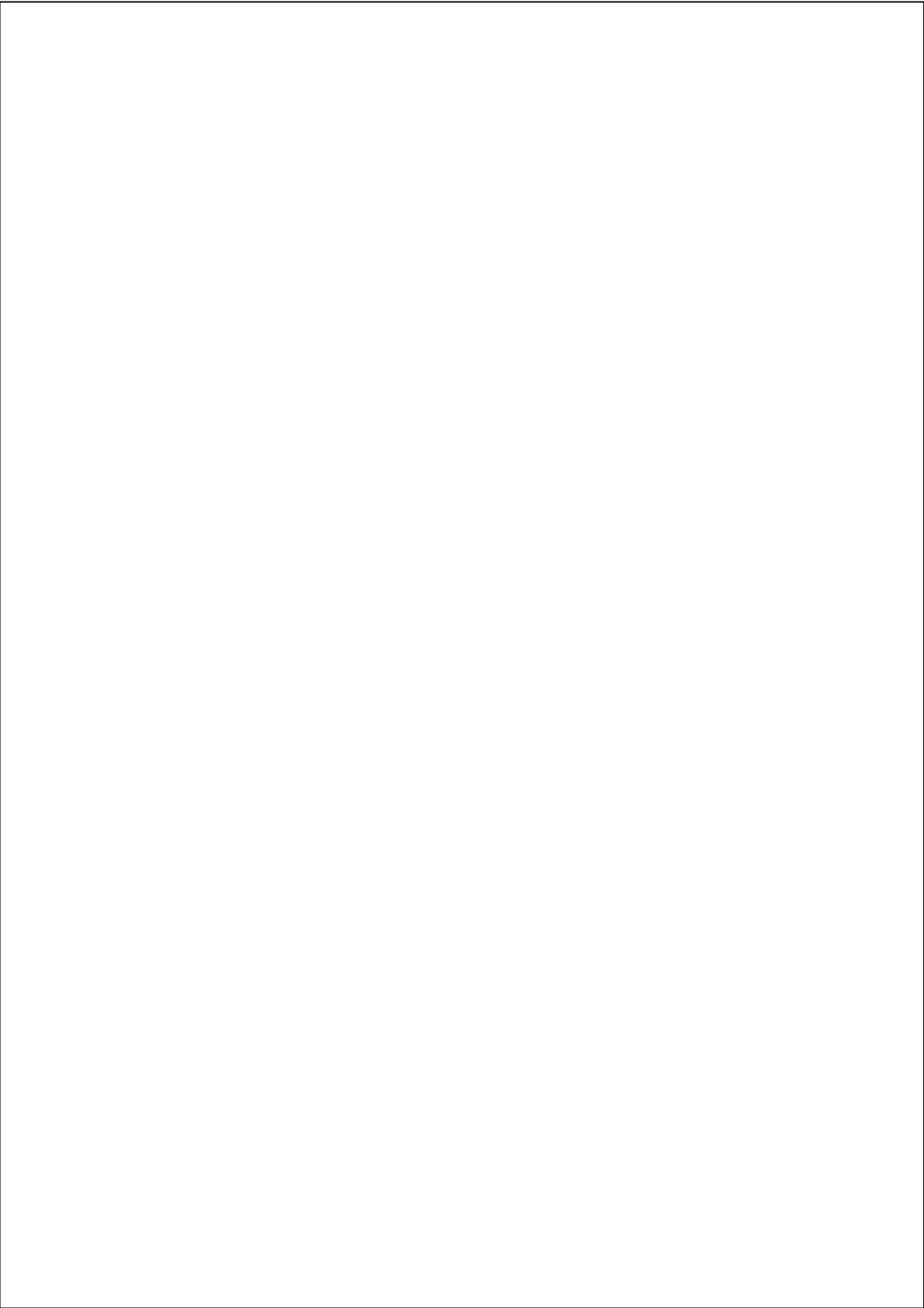
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# PREFACE

*Bismillahirrahmanirrahim,  
Assalamu'alaikum Warrahmatullah Wabarrakatuh,*

<sup>1</sup> This issue is published in line with the Eleventh International Seminar on Industrial Engineering and Management (11<sup>th</sup> ISIEM). The articles cover a broad spectrum of topics in Industrial Engineering and Management, which are Quality Engineering Management, Decision Support System and Artificial Intelligent, Ergonomics, Supply Chain Management, Production System, Operation Research, and Industrial Management. These articles provide an overview of critical research issues reflecting on past achievements and future challenges. Those papers were selected from 120 abstracts, and <sup>10</sup> we send these papers to IOP to be published there as an Open Access Proceeding. This statistic shows the high competition to get published on this proceeding. This issue and seminar become special as more delegates come and join from various country as well as universities. We host 90 delegates both from abroad and local.

The 11<sup>th</sup> ISIEM is hosted by seven universities, which are Universitas Pasundan, Universitas Esa <sup>1</sup> Unggul, Universitas Trisakti, Universitas Tarumanagara, Universitas Al-Azhar Indonesia, Atma Jaya Catholic University of Indonesia, and Universitas Pancasila.

<sup>10</sup> This is the thirteenth years of the collaboration of those universities, and the second time we had MOU with IOP in United Kingdom to publishing the papers that is indexed by Scopus.

<sup>3</sup> In this occasion, let us give special thanks to Prof. Dr. Md. Mamun Habib, from BRAC Business School (BBS), BRAC University, Bangladesh, Editor-in-Chief, International Journal of Supply Chain Management (IJSCM) UK, Prof. Dr. Dzuraidah Abd. Wahab from Center for Integrated Design of Advanced Mechanical Systems Faculty of Engineering and Built Environment, University <sup>1</sup> Kebangsaan Malaysia, for their contribution as keynote speakers. We are also grateful to all reviewers, for their commitment, effort and dedication in undertaking the task of reviewing all of the abstracts and full papers. Reviewing a large number of submissions in a relatively short time frame is always challenging. Without their help and dedication, it would not be possible to produce this proceeding in such a short time frame. I highly appreciate all members of committees (advisory, steering, and organizing committees) for mutual efforts and invaluable contribution for the success of seminar.

*Wassalamu'alaikum Warrahmatullah Wabarrakatuh.*

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# AGENDA

## November 27, 2018

- 18:00 - 18:30 Registration  
18:30 - 19:30 Dinner  
19:30 - 20:00 Opening Ceremony: Representation of Universitas Pasundan, Al Azhar Indonesia University, Universitas Trisakti, Atma Jaya Catholic University of Indonesia, Universitas Tarumanagara, Universitas Esa Unggul, and University of Pancasila's greeting  
20:00 - 21:15 Keynote Speech # 1  
**Prof. Dr. Md. Mamun Habib**  
**BRAC Business School, BRAC University, Bangladesh**  
Moderator: Dr. Ir. Syarif Hidayat, M.Eng.Sc, M.M.  
21:15 - 21:30 Photo Session

## November 28, 2018

- 06:30 - 08:00 Breakfast and Registration  
08:00 - 09:15 Keynote Speech # 2  
**Prof. Dr. Dzuraidah Abd. Wahab**  
**Center for Integrated Design of Advanced Mechanical System -**  
**Faculty of Engineering and Built Environment, University**  
**Kebangsaan Malaysia**  
Moderator: Dr. Iphov Kumala Sriwana, S.T., M.Si., IPM  
09:15 - 09:30 Coffee and Tea Break  
09:30 - 12:10 Parallel session #1  
12:10 - 13:00 Lunch break  
13:00 - 15:40 Parallel session #2  
15:40 - 16:00 Coffee and Tea Break  
16:00 - 18:40 Parallel session #3  
18:40 - 21:00 Dinner

## November 29, 2018

- 06:00 - 08:00 Breakfast  
08:00 - 21:00 City Tour

## November 30, 2018

- 06:30 - 10:00 Breakfast  
- 12:00 Check Out

## KEYNOTE SPEECH

#1

**Prof. Dr. Md. Mamun Habib**

BRAC Business School, BRAC University, Bangladesh

Visiting Scientist, University of Texas - Arlington (UTA), USA

Editor-in-Chief, International Journal of Supply Chain Management (IJSCM), UK



#2

**Prof. Dr. Dzuraidah Abd. Wahab**

Center for Integrated Design of Advanced Mechanical System

Faculty of Engineering and Built Environment

University Kebangsaan Malaysia



1

*The 11<sup>th</sup> International Seminar on Industrial Engineering and Management (11<sup>th</sup> ISIEM)  
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## PARALLEL SESSION

### SESSION 1 ROOM 1

Moderator: Rina Fitriana, S.T., M.M., IPM

TIME	PAPER	PAPER NO	FIELD
9:30 - 9:40	<b>Schedule risk analysis by different phases of construction project using CPM-PERT and Monte-Carlo simulation</b> <i>Andrie Pasca Hendradewa.</i> Universitas Islam Indonesia	38	OR
9:40 - 9:50	<b>Planting system modeling of chrysanthemum seedling plants stock for profit optimization</b> <i>Anita Ilmaniati and Dani Hamdan Taufik.</i> Purwokerto University	50	OR
9:50 - 10:00	<b>Analysis daily newspaper distribution in Solo by agent-based simulation</b> <i>Izatul Fitria Febriandini, Yuniaristanto, Wahyudi Sutopo and Muhammad Hisjam.</i> Sebelas Maret University	7	OR
10:00 - 10:10	<b>Improvement route for distribution solutions MDVRP (Multi Depot Vehicle Routing Problem) using Genetic algorithm (case study: PT. KM)</b> <i>Rina Fitriana, Parwadi Moengin and Utami Kusumaningrum.</i> Universitas Trisakti	116	OR
10:10 - 10:20	<b>Multi responses optimization for the sugar content and microbial impurities of carrot syrup</b> <i>O Isabella and Yurida Ekawati.</i> Universitas Ma Chung	14	OR
10:20 - 10:30	<b>Domino algorithm: a novel constructive heuristics for travelling salesman problem</b> <i>Asrul Harun Ismail</i> University of Birmingham	119	OR
10:30 - 10:40	<b>Integer Linear Programming Model and Algorithm to Integrate Heuristics Scheduling EDD, Inventory Control and Distribution Problems in a Modular Production System</b> <i>Parwadi Moengin, Elfira Febriani Harahap, Sucipto Adisuwiryo, and Weny Ango Fransiska</i> Universitas Trisakti	79	OR
10:40 - 10:50	<b>Waste assessment using lean manufacturing in rubber production</b> <i>Elita Amrina, Nilda Tri Putri and Dwara Mitha Anjani.</i> Universitas Andalas	56	PS
10:50 - 11:00	<b>Integration of lean manufacturing and group technology layout to increase production speed in the manufacture of furniture</b> <i>Ukurta Tarigan, Uni Pratama P. Tarigan and Vincent Sukirman.</i> Universitas Sumatera Utara	84	PS
11:00 - 11:10	<b>Flow shop scheduling with drum-buffer-rope and CDS algorithm to minimize lateness and work in process at PT. AKS</b> <i>Akma Septia Viady, Praty Poeri Suryadhini and Meldi Rendra.</i> Telkom University	92	PS

**PS – Production & Maintenance System**

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12	77	<b>THE APPLICATIONS OF COBB-DOUGLAS PRODUCTION FUNCTION IN REMANUFACTURING INDUSTRY</b> Docki Saraswati, Debbie Kemala Sari and Dina Hapsari Industrial Engineering Department, Universitas Trisakti, Jakarta, Indonesia	Paper_77
13	78	<b>REDESIGN OF OFFICE LAYOUT USING ACTIVITY RELATIONSHIP CHART (ARC) AT THE "X" DEPARTMENT ADMINISTRATION OFFICE OF A "Y" UNIVERSITY</b> Ahyukaton and Ghina Affifah Industrial Engineering Department, Engineering Faculty, Universitas Tasundan, Bandung, Indonesia,	Paper_78
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15	84	<b>INTEGRATION OF LEAN MANUFACTURING AND GROUP TECHNOLOGY LAYOUT TO INCREASE PRODUCTION SPEED IN THE MANUFACTURE OF FURNITURE</b> Ukurta Tarigan, Uni Pratama P Tarigan and Vincent Sukirman Faculty of Engineering, Industrial Engineering Department, University Sumatera Utara, Indonesia	Paper_84
16	92	<b>FLOWSHOP SCHEDULING WITH DRUM-BUFFER-ROPE AND CDS ALGORITHM TO MINIMIZE LATENESS AND WORK IN PROCESS AT PT. AKS</b> Akma Septia Viady, Pratya Poeri Suryadhini and Meldi Rendra School of Industrial and System Engineering, Telkom University, 15257 Bandung, West Java, Indonesia	Paper_92
17	94	<b>LINE BALANCING WITH REDUCED NUMBER OF OPERATOR: A PRODUCTIVITY IMPROVEMENT</b> Achad Hasta Muhammad and Harwati Industrial Engineering Department, Universitas Islam Indonesia,	Paper_94
18	100	<b>DESIGN OF COMPUTER AIDED PROCESS PLANNING SYSTEM FOR HOLSTER MOLD AT PT. CARNEGIE UNIVERSAL INDUSTRIES</b> Amal Witonohadi, Nanang Ali Sutisna and Martulan Suryanto Naibaho Department Industrial Engineering, Trisakti University, Jakarta 11440 Indonesia	Paper_100

## Redesign of office layout using activity relationship chart (ARC) at the “X” department administration office of a “Y” university

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**Abstract.** Administration office at “X” Department is a room for managing papers and letters administration, documentation, archiving, and also a room for communication to lecturers and students and office administrators. This room needs to have good layout in order to support the activity for all elements within the department. Redesign the office layout will reduce the time to wait for completing the letters which are needed by the students and the lecturers. This paper’s objectives are to improve the information flow and data flow, to reduce the documents stack, and to create a comfortable office to meet the facility layout principles. Activity Relation Chart (ARC) is been used to redesign the office layout by distributing questionnaires to the students and officers and lecturers to obtain the preference of closeness to construct the chart. The result is to redesign the desk into “L” shape to reduce the movements. Also, this result was explained later by a simulation using ARENA.

**Keywords:** ARC, layout, office, facility, simulation

### 1. Introduction

Facility layout is an activity to analyze, to concept, to design, and to realize the system for goods producing or services. Generally, facility layout is described as floor plan, a physical facility to optimize the relationship of officers, workers, materials flow, information flow, and a needed procedure to obtain effective and efficient effort [1]. The scoop of facility layout is not only for manufacture problems, also it is been applied to office, transportation, warehousing, packaging, and so on, and those fields corresponding to input, process, and output. In manufacturing fields, the input, process, and output could be tangible, raw materials and components, but in office layout, the input, process, and output would be intangible like information flow and data flow.

The administration office is dealing with documents, papers, letters to run the administration for the department. This paper’s objectives are to improve the information flow and data flow, to reduce the documents stack, and to create a comfortable office to meet the facility layout principles, in this paper, Activity Relationship Chart (ARC) is been used.

Facility layout is an activity to analyze, to concept, to design, and to realize the system for goods producing or services. Generally, facility layout is described as floor plan, a physical facility to optimize the relationship of officers, workers, materials flow, information flow, and a needed procedure to obtain effective and efficient effort [1]. The scoop of facility layout is not only for manufacture problems, also it is been applied to office, transportation, warehousing, packaging, and so on, and those fields corresponding to input, process, and output. In manufacturing fields, the input, process, and output could be tangible, raw materials and components, but in office layout, the input, process, and output would be intangible like information flow and data flow.

Facilities in an office must be well planned and arranged in a layout such a manner that the objective of increase in productivity and efficiency of an office operations achieved. There are different techniques and approaches for facility layout design; among this systematic layout planning approach is adopted for design office facility layout in this paper is chosen Activity Relationship Chart (ARC) to meet the objectives. A simplified framework for the application of systematic layout planning for the design of office facility layout is proposed by making enough modifications in the basic approach.

### 2.1 Variables for Questionnaire

**Table 1.** Closeness

	AD	LR1	LR2	MDB	IB	SIB	DC	PM	OR	T
Administration Desk (AD)										
Lecturer Room 1 (LR1)										
Lecturer Room 2 (LR2)										
Mark Display Board (MDB)										
Information Board (IB)										
Seminar Information Board (SIB)										
Documents Cabinet (DC)										
Photocopy/Printer Machine (PM)										
Officer Room (OR)										
Toilet (T)										



**Table 2.** Layout Variables, Ordinal Scale 1 – 5 for agreement

Sub Variable	Indicators
Desk layout	U shape L Shape
Cabinet layout	U shape L Shape
Orientation	In the middle of the room At the corner of the room

**Table 3.** Waiting room Variables, Ordinal Scale 1 – 5 for agreement

Sub Variable	Indicators
Bench	Long bench Chair
Orientation	Outside the room Inside the room

### 2.2 Activity Relationship Chart (ARC)

The objective of ARC is to obtain a closeness relationship from every activity within office or factory organization. To explain the degree of closeness among activities in ARC, symbols are used, which are A, E, I, O, U, and X.

A : *Absolutely necessary*

E : *Especially important*

I : *Important*

O : *Ordinary closeness*

U : *Unimportant*

X : *Undesirable*

### 2.3 Layout

Layout is a decision to determine a long term for an operation efficiency. There are many effects based on layout decision, such as capacity, process, flexibility, cost, work environment quality, customer contact, and enterprise image. The effective layout will help the enterprises to support they business's strategy for differentiation strategy, low cost, and quick respond.

In order to planning a layout, it needs to,

1. High benefit of rooms, facilities, and labors.
2. Improvement of information flow, material flow, labor flow
3. Increase work morale and a better safety
4. Increase enterprise and customer interaction
5. Increase flexibility

To describe layout, a block layout is used regarding relationship among activities.

### 5.4 Simulation

Plant layout design requires diverse field of knowledge. Among others the application and use of computers become an advantage. Computer can perform tedious computations and generate several alternative solutions much more rapidly and effectively than manual procedures. [3]

Simulation is a method to duplicate or to describe a real system characteristic. The early idea of simulation is to imitate the real system as mathematically, then to learn the characteristics and operational characters, and decision is made based on a simulation eventually. With this method, the real system will remain untouched until a benefit or loss is found based on a simulation. A simulation software ARENA is used to modelling a redesign layout.

3. Result and Discussion

After questionnaires been distributed, collected, and summarized, all questions are valid and the questionnaire is reliable.  
The ARC can be formed as follows,

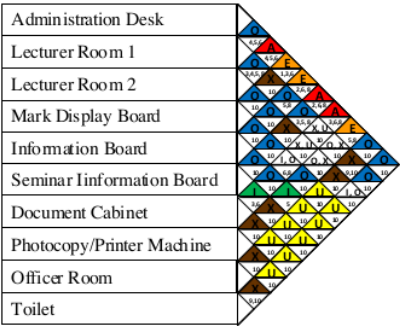


Figure 1. Activity Relationship Chart

Table 4. Closeness of ARC

Code	Closeness
1	Using the same record
2	Using the same personal
3	Using the same room
4	Personal relationship level
5	Paperwork relationship level
6	Paper flow sequence
7	Using the same work flow
8	Using the same equipment and facility
9	Noisy, dirty, dusty, etc.
10	Anything might need

Based on the processed questionnaires, the chosen administration desk layout is “L” shape, cabinet layout is “U” shape, and long bench for the waiting room, with regards to ARC, then the layout redesign of the administration office will be as follows,

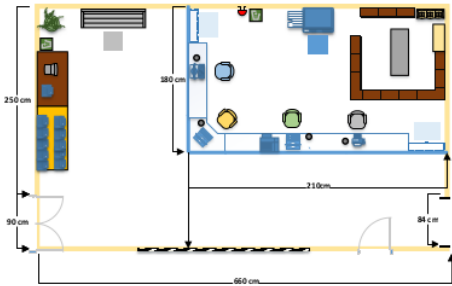


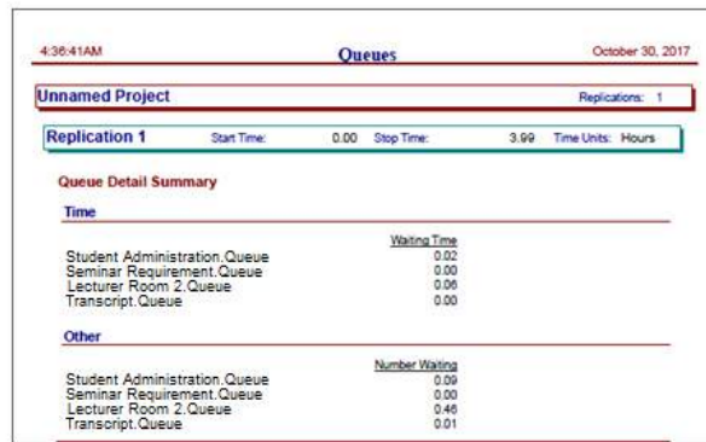
Figure 2. Layout Redesign



The simulation using ARENA software, the result as follows,



**Figure 3.** Key Performance Indicators (KPI)



**Figure 4.** Queue Detail Summary

The result of the simulation shows that the queue on managing documents are minimum, indicated in the Table 4 that the waiting time is 0.06, and number of waiting is under 1 person, it means that the work flow runs well.

#### 4. Conclusion

Based on an ARC and layout redesign, the conclusion can be drawn that to improve activity flow, work flow, and information flow, the layout is using “L” shape desk, cabinet layout is “U” shape will minimize the movement and increase the efficiency in regard of managing paper work and administration work in administration office, and it has been proved by the simulation.

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