

## ABSTRAK

Penelitian ini dilatarbelakangi oleh permasalahan keterlambatan pengiriman barang Reguler Express di PT Pos Indonesia Kantor Cabang Pahlawan. Meskipun perusahaan telah menerapkan metode Lean Six Sigma, keterlambatan pengiriman masih sering terjadi sehingga berdampak pada kepuasan pelanggan dan daya saing perusahaan. Penelitian ini menggunakan metode deskriptif dengan memanfaatkan data laporan pengiriman periode Januari-Desember 2024. Hasil penelitian menunjukkan, pelaksanaan metode Lean Six *Sigma* dalam proses pengiriman Reguler Express belum berjalan optimal, meskipun sudah menggunakan SIPOC terutama pada tahapan penyortiran dan jadwal keberangkatan armada, tingkat ketepatan proses pengiriman barang masih menjadi lemah dikarenakan tingkat keterlambatan barang diatas 95%, dan penerapan Lean Six Sigma melalui tahapan DMAIC mampu mengidentifikasi faktor utama penyebab keterlambatan, yaitu ketidakefisienan proses operasional, kurangnya konsistensi jadwal, serta keterbatasan sumber daya, sehingga dapat dirumuskan usulan perbaikan berupa penguatan pengawasan operasional. Penelitian ini memberikan gambaran bahwa pendekatan Lean Six Sigma dapat digunakan sebagai dasar perbaikan untuk mengurangi keterlambatan dan meningkatkan kualitas layanan pengiriman Reguler Express.

**Kata Kunci:** Lean Six Sigma, DMAIC (Define, Measure, Analyze, Improve, Control), SIPOC (Supplier, Input, Process, Output, Costumer).

## ABSTRACT

*This study was motivated by the problem of delays in Regular Express deliveries at PT Pos Indonesia's Pahlawan Branch Office. Although the company has implemented the Lean Six Sigma method, delivery delays still occur frequently, impacting customer satisfaction and the company's competitiveness. This study uses a descriptive method utilizing delivery report data from January to December 2024. The results show that the implementation of the Lean Six Sigma method in the Regular Express delivery process has not been optimal, even though SIPOC has been used, especially in the sorting and fleet departure schedule stages. The accuracy of the delivery process is still weak due to a delay rate of over 95%. The application of Lean Six Sigma through the DMAIC stages was able to identify the main factors causing delays, namely operational process inefficiency, lack of schedule consistency, and resource limitations, so that improvement proposals in the form of strengthening operational supervision could be formulated. This study illustrates that the Lean Six Sigma approach can be used as a basis for improvement to reduce delays and enhance the quality of Regular Express delivery services.*

**Key Words:** *Lean Six Sigma, DMAIC (Define, Measure, Analyze, Improve, Control), SIPOC (Supplier, Input, Process, Output, Costumer).*