

Intisari

Penelitian ini bertujuan untuk menganalisis kualitas proses pembelian yang terdapat pada Departemen *Food and Beverages* (F&B) Wisma MM UGM dengan menggunakan salah satu alat pengukuran manajemen yakni *Six Sigma*. Tahapan analisis dilakukan dengan menggunakan metodologi DMAIC atau *Define, Measure, Analyze, Improve, dan Control*. Tiap-tiap tahapan menggunakan alat bantu (*tools*) yang berbeda-beda.

Penelitian ini ingin mengetahui efektivitas proses pembelian Departemen F&B Wisma MM UGM dengan cara mengumpulkan data melalui wawancara dengan pihak manajemen Wisma MM UGM, khususnya manajer F&B dan manajer keuangan. Berdasarkan data yang diperoleh, terdapat beberapa faktor yang mempengaruhi kualitas pelayanan Departemen F&B Wisma MM UGM di antaranya: pembelian bahan baku, pengolahan bahan baku, dan penyajian hidangan. Dari ketiga faktor tersebut, dengan menggunakan *Failure Mode and Effect Analysis* (FMEA) ditentukan bahwa faktor pembelian bahan baku merupakan faktor yang berpotensi menimbulkan kegagalan dalam pelayanan F&B Wisma MM UGM. Secara umum hasil penelitian menunjukkan bahwa implementasi *six sigma* pada proses pembelian Departemen F&B Wisma MM UGM dapat meningkatkan kualitas proses pembelian Departemen F&B Wisma MM UGM secara signifikan.

Kata Kunci: *six sigma, proses pembelian, departemen F&B.*

Abstract

This research aims to analyze the quality of purchasing process which took place at Wisma MM UGM, especially in The Food and Beverages Department using one of performance management tool namely Six Sigma. There are six steps in implementation of six sigma in this research, which are Define, Measure, Analyze, Improve, and Control (DMAIC) in which each step uses a certain different tool.

This research is intended to discover the effectivity of purchasing process of Wisma MM UGM especially in The Food and Beverages Department by collecting the data through several interviews with the management of Wisma MM UGM, especially with Finance and F&B Manager. According to the interview, there are several factors affecting the service quality of F&B Department Wisma MM UGM, such as purchasing process, cooking process, and plating. of those three factors, based on the data calculated using Failure Mode and Effect Analysis (FMEA), the major source of the problem arise from purchasing process of raw materials. Overall, the research shows that implementation of six sigma in the purchasing process of F&B Department Wisma MM UGM could increase the quality of purchasing process significantly. And eventually, it would lead to higher quality of service process in F&B Department Wisma MM UGM.

Kata Kunci: *six sigma, purchasing process, F&B department.*