

INTISARI

Stasiun Pengisian Bahan Bakar Umum (SPBU) merupakan ujung pemasaran dari kegiatan usaha PT. Pertamina (Persero) di sektor hilir yang berinteraksi langsung dengan pelanggan akhir yang harus dijaga kehandalan operasional maupun kontinuitas suplai serta kualitas layanannya. PT Pertamina Patra Niaga yang ditunjuk sebagai pelaksana kegiatan pengiriman BBM dari Terminal BBM Jakarta ke SPBU di wilayah Jabodetabek memiliki program Service Excellent untuk menjaga layanan sesuai prinsip 4T yaitu tepat waktu, tepat mutu, tepat jumlah dan tepat tempat secara efektif dan efisien. Penelitian ini bertujuan untuk mengevaluasi proses-proses yang terjadi pada aktivitas pengiriman BBM dari Terminal BBM Jakarta ke SPBU, mengidentifikasi penyebab aktivitas non value added pada pengiriman BBM tersebut. Dengan demikian dapat ditentukan upaya yang harus dilakukan untuk menghilangkan atau mengurangi aktivitas non value added tersebut. Analisis proses pengiriman BBM ini menggunakan value stream mapping dan diagram sebab akibat untuk menentukan akar permasalahan pada bottleneck

Berdasarkan hasil evaluasi pemetaan current state dari total waktu sebesar 21.659 detik terdapat aktivitas Value Added sebesar 16.653 detik (77%), Necessary Non Value Added sebesar 246 (1%) dan Non Value Added sebesar 4.760 (22%). Adapun penyebab dari terjadinya aktivitas non value added adalah faktor metode, peralatan, manusia dan lingkungan. Pemetaan kondisi future state menunjukkan adanya proses perbaikan dengan pengaturan jadwal sopir sesuai kapasitas bangsal pengisian, optimalisasi pola kirim, digitalisasi pengisian peralatan BBM armada dan perubahan pola pengisian BBM armada. Total waktu siklus future state untuk proses pengiriman BBM mengalami penurunan sebesar 4.263 detik atau meningkatkan efisiensi waktu siklus sebesar 20%.

Kata Kunci :Pengiriman BBM, Value Stream Mapping, Fishbone Diagram, Waste

ABSTRACT

Public gas station is the marketing channel for the business activities of PT.Pertamina (Persero) in the downstream sector that interacts directly with end customers which must maintain operational reliability as well as continuity of supply and quality of service. PT Pertamina Patra Niaga, who was appointed as the executor of fuel delivery activities from the Jakarta Fuel Terminal to gas stations in the Jabodetabek area, has an Excellent Service program to maintain services according to the 4 principles, namely on time, on quality, on the right amount and on the right place effectively and efficiently. This study aims to evaluate the processes that occur in the activity of delivering oil from the Jakarta Fuel Terminal to the public gas station, identifying the causes of the non-value added activity in the fuel delivery. Thus it can be determined the efforts that must be made to eliminate or reduce these non value added activities. This analysis of the fuel delivery process uses value stream mapping and cause and effect diagrams to determine the root cause of the bottleneck.

Based on the results of the current state mapping evaluation, from a total time of 21,659 seconds, there is consist of a value added activity of 16,653 seconds (77%), Necessary Non Value Added of 246 (1%) and non value Added of 4.760 (22%). The causes of non value added activities are method, equipment, human and environmental factors. The mapping of future state conditions shows there is an improvement process by setting the driver's schedule according to the capacity of the filling point, optimizing delivery patterns, digitizing filling of fleet fuel equipment and changing fleet fuel filling patterns. The total cycle time for the fuel delivery process decreased by 4.263 seconds or increased cycle time efficiency by 20%.

Keyword : *Fuel Delivery, Value Stream Mapping, Fishbone Diagram, Waste*