

## **ABSTRACT**

The basic philosophy of “Lean Thinking” is to eliminate “waste” through sets of methods and tools. Lean Thinking has been widely implemented in private sector, especially in production processes. It has been a long time the question emerges whether Lean Thinking can be applied effectively in public sectors. Some researchers have proven the benefit of applying Lean Thinking in public sector.

This study aims to overview and comprehend the extent to which is the implementation of Lean Thinking in the public sector in Tanjung Priok Customs Office in Jakarta, Indonesia and its effect on goal achievement in reducing customs clearance dwelling time at Tanjung Priok Port.

The finding indicates that Lean Thinking is implemented in Tanjung Priok Customs Office in the operational level through the lean tools: automation, procedure simplification and risk management. Supported by strong leader and manager commitment, it successfully eliminates the “waste” in customs clearance process. Ultimately, in the end of 2015, it cut cargo dwelling time in customs clearance stage significantly.

**Keywords:** Lean Thinking, Lean Government, Customs Reform, Cargo Dwelling Time, Risk Management.

**Classification (JEL Classification System):** Bussiness Administration-Others (M19), Dissertation (Y40).