

## **ABSTRACT**

*In service center there are three kind of main services, they are minor damaged repairment, major damaged repairment and non warranty repairment. Major damaged repairment is the one that customer complaining most because of its duration that takes too long caused by activities that has big delay on it.*

*Lean sigma is a combined method between lean that functioned to increase process efficiency and six sigma to increase the company performance towards six sigma level of 6. The current sigma level considered very low with performance achieved around 0-2 sigma. Lean will reduce activities that don't have value added and minimize activities that categorized as BVA so the speed and process efficiency could be improved. Six sigma will reduce varians of process efficiency and increase the process performance by fixing previous mistake.*

*Problems that have been found are the process of repairment that pass the standard from management, payment process that not simple at all, delivery process that takes too long, unavailability of magazine in the waiting room, less than fair quality of TV in the waiting room, etc. all of those things are affecting the customer's opinion and need to be fixed soon*

*A few solution have been proposed to solve the problem such as process integration, training for the employees, expansion of service scope and replenishment of service facility in waiting room to increase customer satisfaction.*

*Keywords: lean sigma, process efficiency, company performance*