ABSTRACT

Two decades have passed since JNE stands to be one of the pioneers of the courier service company in Indonesia. The bright prospect in the business has creating a lot of new players, thus directly creating competition. This encourages further the JNE to sharpen its vision of becoming the international standard and to host in its own country. One of them by continuing to evaluate and make sustainable improvements in each service, solely to maintain the satisfaction and trust, and customer loyalty.

*JNE has long been known for its package of services such as service OKE (*Ongkos Kirim Ekonomis*), service REG (Regular Express), and service YES (*Yakin Esok Sampai*). With transmission speeds delivery accuracy in units of day indicators, and based on the length of time of delivery targets set for each service, service delivery category REG, proven service package JNE Bandung most shows the percentage of failures on time delivery and exceed world class standards of tolerance DPMO, views Reports of actual delivery of goods (summary) inbound and outbound, Bandung period from November to December 2010. To keep the keep the vision and survive in the competition, it is clear this issue must be resolved.*

Lean Six Sigma is a method used in this study, the combination of two methods, Lean to streamline processes and eliminate non value-added activities and Six Sigma to reduce defects to zero variant or deffect.

Based on the results of research, discovered the existence of a critical waste that occurs during REG package delivery services, which is defects, NUE, excess processing and transportation. The causes of waste are factor of negligence officer and ineffective company's policies. To determine the priority of improvement, the FMEA method is used, which will result in numerical order of priority risk. In other words, customers often have difficulties in the processing of claims about the delivery status of packages, customers must wait in long queues to cash counter services convoluted bureaucracy.

Keywords: lean six sigma, waste kritis, FMEA, quality service.