

## **ABSTRACT**

*CV. Kurnia Transindo is an industry Service Company in expedition or delivery. Object observed in this research was the CV headquarters. In the process of goods delivery in CV. Kurnia Transindo, were found waste waiting that affects the process of delivery. Based on the issues, we need to design improvements to the production to minimize waste waiting. In an effort to minimize waste waiting, we used lean service method. The first step of research begins with primary data collection which processed to produce Value Stream Mapping (VSM) and Process Activity Mapping (PAM ) current state that useful for mapping the flow and time of the process. Based on VSM current state, it is known cycle time is 20984,4 minutes. The next step is to identify waste waiting using fishbone diagram. There were two waste dominant cause that are : transferring process AD to DMB need more time and the truk is not available. Then do the weighting for waste waiting dominant cause of the activity based on the frequency of waste, then search for the root of problems using 5 why. The steps to solve the problem for each root causes the waste waiting will be done using lean service tools such as 5S activity and establishment of policy delivery. As proposed improvements, then the description of VSM future is done, there is changing in administration division that is merging of parts dealing with AD documents with parts dealing with DMB documents.*

*Key words : Lean Service, Waste, Waste Waiting, 5S, Value Stream Mapping*