ABSTRACT

Student Service Centre (SSC) is a centre provided to provide services and information to active students at Institut Teknologi Telkom Surabaya (ITTS). ITTS provides SSC to support the academic and non-academic development of its students, with academic, student, and faculty services. One of the main services provided by SSC is the Active Certificate. However, SSC users face problems in the process of obtaining the letter. This study aims to measure the quality of Active Certificate services using the Lean Six Sigma method and provide recommendations for improvement. The results showed that the quality of SSC services is still not optimal, with a DPMO value of 289686, a sigma value of 2.07, and the highest negative gap in the Responsiveness dimension. The total Non Value Added time was obtained at 10 hours 31 minutes and the total Value Added time was 4 hours 8 minutes. Proposed improvements include the deployment of QR Codes to provide information on document requirements and the use of Value Stream Mapping (VSM) to reduce Non Value Added time. Lean Six Sigma method can reduce the total Non Value Added time and improve the efficiency of SSC services.

Keywords: Student Service Centre (SSC), Lean Six Sigma, Value Stream Mapping (VSM), QR Code