

ABSTRACT

The research aims to identify types of waste occurring in one of outbound warehouse operational process at PT ABC and propose improvements through the implementation of lean warehousing methods. In the logistics industry, particularly for 3PL (Third Party Logistics) companies, operational efficiency is a key factor in maintaining service quality and reducing costs. The main problems identified in the company's outbound warehouse are non-value-added activities, such as waiting time and unnecessary movement, which impact delivery delays and increase operational costs. This research uses a quantitative approach with Process Activity Mapping (PAM), Waste Assessment Model (WAM), Value Stream Mapping (VSM), and Fishbone diagram analysis methods to identify and analyze waste. The analysis results show that the dominant waste falls into the categories of delay (waiting) and transport (movement of goods), with Non-Value Added (NVA) activities accounting for 13%. Improvement recommendations include workflow restructuring, warehouse layout improvement, and goods handling optimization to minimize waste and increase efficiency. The implementation of lean warehousing is expected to improve warehouse performance, accelerate delivery processes, and enhance overall customer satisfaction.

Keywords : lean warehouse, waste, PAM, outbound, business efficiency