

IMPLEMENTATION OF 5S HOUSEKEEPING MANAGEMENT SYSTEM IN THE FILE BANK ROOM BRI KCP UNIT CIMANUK GARUT

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Abstract

BRI KCP Unit Cimanuk Garut office serves thousands of customers so that every day there are many documents in and out of the branch office. Branch offices allow financial institutions such as banks to expand services to areas beyond the location of the headquarters. Opening a branch office can be a non-costing approach because not all bank office locations are required to offer the same level of service as the head office. The guarantee documents submitted by customers of Bank BRI Unit Cimanuk Garut are stored in the file room to maintain the security of documents and avoid damage and make it easier for employees to check the customer's documents. The goal of the study was the implementation of the 5S method in the hope of avoiding waste and prioritizing the positive behavior of every worker in the file room

in order to create a comfortable work environment. The research method used is the 5S method, while the data collection technique uses a qualitative approach by making observations. PDCA is used as a tool to improve the 5S implementation process in the file room of Bank BRI KCP Unit Cimanuk Garut. The condition of the room becomes comfortable and makes it easier for workers when archiving files because the room is more organized. The addition of tables and chairs is expected to improve posture, reduce fatigue, give a sense of comfort and reduce motion waste in doing work. Cleaning activities are carried out so that the room becomes clean, neat and comfortable. The provision of 5S displays in the room is intended so that the 5S culture is always maintained. A good and comfortable work culture will make the company successful and advanced because it affects the psychological condition of the workers who perform their responsibilities and work in the company.

Keyword: Implementation, 5S Method, PDCA, File Room, Document

Introduction

Clean and organized room energy is one of the keys to increasing productivity in a scope of work. file rooms that are identical to the storage of archive archives with large quantities certainly require good room management, ranging from layout and cleanliness that can keep files from damage caused by external factors, one example of termites, dust, and other things that can damage files. In addition to keeping the room maintained, there also needs to be a continuous development stage where it can be done using the PDCA (Plan-Do-Check-Action) cycle. According to [1, 2] any company can improve its performance through continuous improvement. Quality and management are always associated with continuous improvement activities to win competition or maintain the company's image in front of consumers [3-7].

The files and workspaces that were comfortable with the 5S Program were first introduced in Japan as a movement of determination to conduct sorting (seiri), arrangement (seiton), cleaning (seiso), maintaining steady conditions (seiketsu), and self-awareness of the habits needed to carry out the job well (shitsuke). BRI is one of the leading state-owned companies, where the author makes Bank BRI KCP Unit Garut as an object of observation for the application of 5S in the file room in the hope that the application of the 5S method can make the workplace more efficient, the room used effectively, the clean scope of workers and the arrangement of tools and goods adjusted to the level of usefulness so as to help workers in carrying out activities.

Literature Review

5S (Seiri, Seiton, Seiso, Seiketsu, Shitsuke)

According to [8] In Japanese 5S means Seiri, Seiton, Seiso, Seiketsu, Shitsuke. In Indonesian translated as 5R which means: Concise, Neat, Resik, Rawat, Rajin. Seiri (Concise, i.e. discarding / sorting / getting rid of items, unused files. Seiton (Neat), that is, everything must be placed according to the position set. Seiso (Resik) After being neat, the next step is to clean the workplace, workspace, equipment and work environment. Seiketsu (Rawat) this stage can also be called the stage of treatment, is the standardization and consistency of each individual to perform the previous stages. Shitsuke (Diligent) The maintenance of personal discipline includes a habit and maintenance of a 5S program that is already running [9-12].

Plan, Do, Check, Act (PDCA)

Implement 5S is divided into 4 phases. in the first phase make planning with detailed preparation, in the second phase, applying the principles of 5S in the workspace, in the third phase, checking from the second phase, in the last phase of phase four, namely carrying out continuous implementation and improving the process [13, 14]

According to [15]The PDCA cycle, developed by Deming, one of the thinkers who had a big hand in finding TQM, is an invaluable strategy to improve the situation of any process, from solving small production problems continuously consisting of four main steps, namely:

1. Plan means planning, collecting problem data, identifying causes, deciding solutions or countermeasures, developing a plan with targets, and tests or standards that will check whether the countermeasures are correct. This must be done systematically and thoroughly.

2. Do means implementing / implementing the process that has been planned.

3. Check / Study means checking the results of the implementation of countermeasures against the standards set in the Rencana. If the countermeasures don't work, start the cycle again with a re-planning.

4. Act means if the countermeasures are successful, standardize or input the series of processes in standard operating standards. This standard will continue to be implemented until there is a better plan improvement [16-19].

Methods

Here's a flowchart of research done:

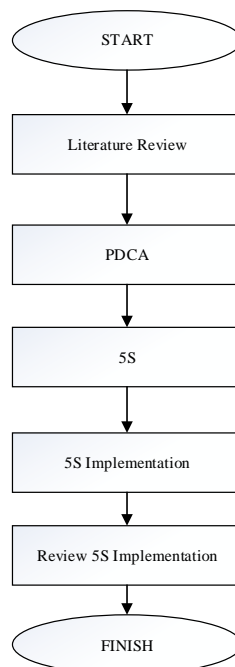


Figure 1 Flowchart

Literature Review

Literature study is a series to solve problems by tracing the sources of writing that has been made before to be able to solve an existing problem based on the results of observations that have been made in the Bank BRI KCP Unit Cimanuk Garut File Room.

Plan, Do, Check, Act (PDCA)

The PDCA cycle, better known as the PDCA cycle, developed by Deming, is an invaluable strategy for improving the situation of any process. The resulting standards can then be improved and refined in further PDCA cycles. The PDCA cycle is actually more than a problem-solving strategy. This cycle is essentially a tool for continuous process improvement.

Plan

Plan the preparation of files, sorting files, cleaning the room, labeling the closet, making 5S displays, structuring the room, and also maintaining the condition of 5S in the room.

Do

Sorting files that are still used and not used, structuring documents based on file code, cleaning the file room, file racks, file cabinets and equipment exposed to dust and dirt, making 5S displays to increase awareness of workers in the file room, maintaining the condition of 5S in the room.

Check

Re-examine what things have been planned and done in the application of 5S in the file room to be implemented to the maximum.

Act

Improvements that need to be done at the (do) stage in order to keep the 5S in place on an ongoing basis

5S (Seiri, Seiton, Seiso, Seiketsu, Shitsuke)

According to [20] in Japanese 5S means Seiri, Seiton, Seiso, Seiketsu, Shitsuke. In Indonesian translated as 5R which means Concise, Neat, Resik, Rawat, Rajin. Seiri (Concise, i.e. discarding / sorting / getting rid of items, unused files. Seiton (Neat), that is, everything must be placed according to the position set. Seiso (Resik) After being neat, the next step is to clean the workplace, workspace, equipment and work environment. Seiketsu (Rawat) this stage can also be called the stage of treatment, is the standardization and consistency of each individual to perform the previous stages. Shitsuke (Diligent) The maintenance of personal discipline includes a habit and maintenance of a 5S program that is already running [21].

5S Implementation

Implementing 5S in the file room of Bank BRI KCP Unit Cimanuk Garut to improve the condition of the previous file room in order to form a more comfortable work environment.

Review 5S Implementation

Review 5S implementation tell us about the results and discussions.

Result and Discussion**Seiri**

Seiri (sorting) Getting rid of or discarding items that cannot be reused with items needed for work activities. Sorting items to dispose of un needed documents and store documents that are still in use. Here is the result of sorting goods or documents that are done by entering the necessary documents into the case and using the rack to arrange the trayd case to be neatly arranged.



Figure 2 Document Sorting

Seiton

Seiton (Structuring) The arrangement of documents in the file room is adjusted to the type of document. The process of determining the grouping of documents is carried out the verification process so that the grouping is in accordance with the needs of the user. Verification is carried out in three stages, namely the first stage based on active customer documents or DH (Delinquent). The second stage inputs data based on grouping in the first stage. The last stage is the arrangement of files into a case based on the code input into the system and arranged on a shelf. Table 1 is the code and type of document[21].

Table 1

Code and Document Type

File Code	Document Type
A-P	Active Customer File
Q-X	DH Customer File (Delinquent)

The use of letter code as a tool to identify groups of documents created in the form of labels. The label created provides information in the form of room numbers, letter codes, rack rows, document numbers according to the input stage of document data that shows the location and ownership of documents. Here's a cupboard that's been labeled.



Figure 3 Labeling Cabinets and Box

Based on observations there is a computer used to input data and placed in the file room but the position of the computer is placed on the floor resulting in inappropriate posture, fatigue and motion so that improvements are made in the form of a table and chair that is adjusted to the area of the room and the need for arrangement to put the computer and documents to be input so as to create good posture, Reduce fatigue and motion waste.



Figure 4 Before and After Seiton's Implementation

Seiso

Seiso (Cleaning) The cleaning process in the file room includes file rooms, file racks, file cabinets and equipment used in the file room from garbage, dust and dirt. The daily cleaning process is coordinated by janitors or concierges in the workspace so that the workspace remains clean awake.



Figure 5 File Room Cleaning of Splattered Documents

Seiketsu

Seiketsu (Standard Setting) Seiketsu stage or standard setting to maintain or maintain the environmental condition of the file room one of which is to make a 5S reminder display.

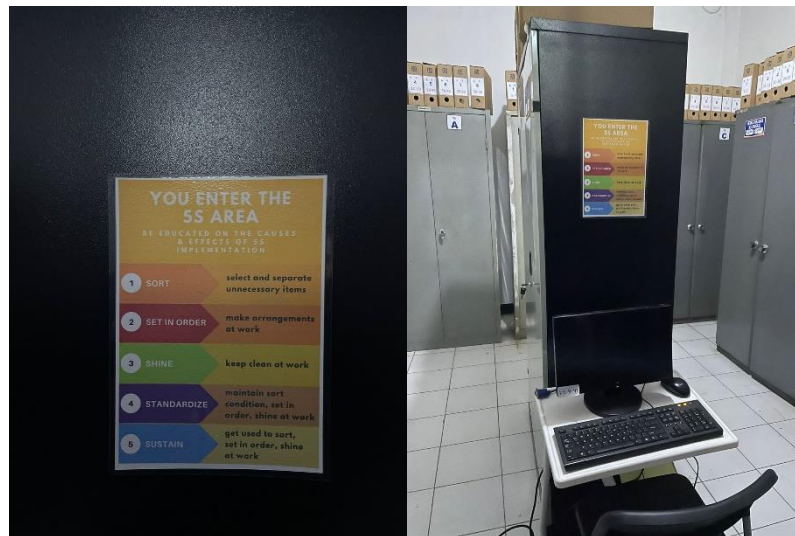


Figure 6 Display 5S

5S Display Images used for 5S reminders in the file room are designed with a view that is not boring, memorable, and concise. Displays are also made according to the user's need for an attractive display in the file room. The display placement also indicates that the file room follows the 5S work culture and the display placement is placed as a reminder to maintain the 5S condition in the file room.

Shitsuke

Shitsuke (Habituation) The last stage is the Shitsuke stage or habituation of 5S conditions in the workspace. This stage is the most difficult stage, because it must maintain and responsibility to maintain the condition of 5S. This stage can also be done by evaluating the assessment of workspace conditions every month to find out the conditions and as a reference to increase 5S in the workspace.

Conclusions

Conclusions

The conclusion that can be drawn from the results of 5S implementation in the file room of Bank BRI KCP Unit Cimanuk Garut that in the room has not been applied 5S, which makes the room is still not neatly arranged. The result of the implementation of 5S carried out in two file rooms is to provide an explanation of the importance of applying 5S to workers, the room becomes more organized because important customer documents become arranged with labels made to make it easier for workers to search for documents. The file room initially had a PC (Personal Computer) without desks and chairs that resulted in work fatigue and inappropriate posture in workers in inputting customer document file data, after using tables and chairs is expected to improve posture, reduce work fatigue and provide comfort and reduce motion waste in doing work. Room cleaning activities are carried out so that the room becomes clean, neat and comfortable. The provision of 5S displays in the room is intended so that the 5S culture is always maintained.

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