ABSTRACT

Warehousing has a critical role in supply chain management and is becoming increasingly more important each day. It involves managing customer services, lead time, inventory management, quality of service of handling materials or finished goods and costs issues. These things are the concerns of warehouse management. Good performance and practical operation in warehouse operation is important to focus on, because it can be a competitive advantage in the business and it is also important for effective supply chain management. The implementation of a warehouse process improvement is one technique to increase the performance so it is necessary to consider and execute this to achieve greater effectiveness and efficiency of warehouse operations.

The business process improvement method is a systematic approach taken by a firm to analyze the way it deals with the business processes and improves the methods by which it fulfills its purpose. According to this study, basic BPI methodology has been utilized as a guide to structure the working process in the warehouse. The secondary data was basically obtained from historical data and existing current data which can support the study. The primary data was mainly gathered from the observation of actual practice and real work in the warehouse operation. Tool such as process flow maps, process time, the relevant data for analyzing the cause of problems are used to understand existing warehouse operation processes. Moreover, an interview with the Operations Manager was conducted to review the current situation, customer requirement, service level agreement, scope of service in depth details and objectives to achieve future targets.

This research identifies and analyzes problems and factors that cause the problem of stock accuracy and delay of working time in warehouse operation processes by using the quality analysis tools. This study also focuses on the warehouse process improvement in other issues related to improving process activities by considering the performance of efficiency of inputs, working in processes and outputs.