

ANALISIS PROSES BISNIS MENGGUNAKAN METODE *FAILURE MODE AND EFFECT ANALYSIS* (FMEA) DAN *BUSINESS PROCESS IMPROVEMENT* (BPI) PADA BISNIS KULINER BABI GULING

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ABSTRAK

Warung Babi Guling Men Lari merupakan salah satu usaha kuliner babi guling yang ada di Bali. Berdasarkan hasil wawancara dan observasi memiliki 3 divisi diantaranya divisi kandang babi, divisi dapur, dan divisi warung yang saling berkaitan satu sama lain dalam mencapai visi dan misi. Tujuan dari penelitian ini adalah untuk menganalisis mekanisme usaha yang ada di Warung Babi Guling Men Lari, dengan hasil dari setiap metode dapat dijadikan acuan untuk mengambil sebuah keputusan. Hasil dari pemetaan mekanisme usaha terdapat 8 mekanisme usaha yang berjalan saat ini. Analisis *Failure Mode and Effect Analysis* (FMEA) didapatkan 5 aktivitas yang berpotensi terjadinya risiko kegagalan dengan nilai RPN tertinggi. Selanjutnya hasil dari *Business Process Improvement* (BPI) dari 12 tools streamlining, 7 tools yang digunakan dalam merumuskan rekomendasi mekanisme usaha. Dari rekomendasi yang dimodelkan kembali menggunakan BPMN dan disimulasikan dengan 3 level yaitu *Process Validation*, *Time Analysis*, dan *Resource Analysis* adapun hasil dari simulasi tersebut sebagai berikut: 1) *Level Time Analysis* mekanisme usaha pengembangbiakan babi peningkatan sebesar 2.86% selisih waktu 5 menit, mekanisme usaha pengolahan babi peningkatan sebesar 23.43% selisih waktu 45 menit, mekanisme usaha memasak bahan baku peningkatan sebesar 61.41% selisih waktu 78 menit, mekanisme usaha pengiriman babi guling peningkatan sebesar 52.85% selisih waktu 74 menit, dan mekanisme usaha pemesanan pelanggan peningkatan sebesar 5.11% selisih waktu 45 detik, 2) *Level Resource Analysis* terdapat peningkatan dan penurunan beban kerja, dilakukan penyesuaian terhadap aktivitas yang dikerjakan dalam mekanisme usaha (*to be*) sehingga mekanisme usaha saat ini (*as is*) lebih efisien dan efektif.

Kata Kunci: Analisis Mekanisme usaha, BPI, FMEA, Fishbone, Value Chain, BMC

ABSTRACT

Warung Babi Guling Men Lari is one of the culinary businesses specializing in babi guling (Balinese roasted pig) located in Bali. Based on interviews and observations, it has three divisions, namely the pig pen division, the

kitchen division, and the restaurant division, which are interconnected in achieving its vision and mission. The purpose of this study is to analyze the business mechanisms of Warung Babi Guling Men Lari, where the results of each method can serve as a reference for decision-making. From the mapping of business mechanisms, there are currently eight mechanisms in operation. The Failure Mode and Effect Analysis (FMEA) identified five activities with the highest RPN values that have the potential risk of failure. Furthermore, the results of the Business Process Improvement (BPI) show that out of 12 streamlining tools, 7 were applied in formulating business mechanism recommendations. The recommendations were then remodeled using BPMN and simulated at three levels: Process Validation, Time Analysis, and Resource Analysis. The simulation results are as follows: 1) Time Analysis Level – the pig breeding mechanism showed an improvement of 2.86% with a time difference of 5 minutes; the pig processing mechanism showed an improvement of 23.43% with a time difference of 45 minutes; the raw material cooking mechanism showed an improvement of 61.41% with a time difference of 78 minutes; the babi guling delivery mechanism showed an improvement of 52.85% with a time difference of 74 minutes; and the customer ordering mechanism showed an improvement of 5.11% with a time difference of 45 seconds. 2) Resource Analysis Level – there were both increases and decreases in workload, with adjustments made to the activities carried out in the to-be business mechanisms so that the current mechanisms (as-is) become more efficient and effective.

Keywords: Business Mechanism Analysis, BPI, FMEA, Fishbone, Value Chain, BMC

