

ABTRACT

Delivery service companies such as PT. XYZ play a crucial role in ensuring the smooth distribution of goods from senders to receivers. In optimizing the delivery process, good planning is key to improving efficiency and service quality. One method that can be used is Value Stream Mapping (VSM), which allows the identification of processes, value streams, and possible deviations. This research aims to redesign the outbound process at PT. JXYZ using the Value Stream Mapping method, focusing on identifying deviations, improving efficiency, and enhancing service quality. This research method utilizes a qualitative approach by applying Value Stream Mapping. Data were obtained through direct observation, interviews, and analysis of relevant documents. The analysis of Value Stream Mapping identified several deviations and potential improvements in the outbound process at PT. XYZ. Proposed improvements include reducing process time, minimizing unnecessary inventory, and enhancing coordination between departments. By applying the Value Stream Mapping method, the planning of the outbound process at PT. XYZ can be improved to achieve better efficiency and service quality. The proposed improvement steps can serve as a basis for enhancing the company's operational performance and increasing customer satisfaction.

Keyword: Efficiency, Process Planning, Quality of Service, Value Stream Mapping