

## CHAPTER VI

### CONCLUSION AND RECOMMENDATION

#### 6.1 Conclusion

It may be concluded as follows:

1. The waste that happens in SMEs' laundry service are: overproduction with score 2.67 (sometimes), delay with score 2.80 (sometimes), unneeded transport or movement with score 4.10 (very often), over-quality or duplication with score 2.63 (sometimes), excessive variation or lack of standardization with score 4.17 (very often), failure demand or lack of customer's focus with score 4.10 (very often), underutilized resources with score 1.97 (rarely), and lastly manager's resistance to change with score 2.00 (rarely).
2. The root causes of waste of overproduction is no procedure to separate laundry based on service type, while waste of over-quality or duplication is caused by excessive process in the laundry process. The root causes waste of delay, unneeded transport or movement, excessive variation or lack of standardization, and failure demand or lack of customer's focus are no tagging implementation for laundry, no labeling for work area, and no SOP in conducting laundry service. Lastly the root causes of waste of underutilized resources and manager's resistance to change are no transfer skill or knowledge among employees or managerial to employees and no two-way communication between employees and managerial.

3. The study found that the most suitable lean methods to be implemented in service Laundry SMEs are SVSM, 5S, and Dojo Quality Circles. These methods have already been verified by existing literature reviews and experts with total mean of 4.28 which indicate strongly agree.

## **6.2 Recommendation**

Based on the study that has been done, the researcher can provide several recommendations to the selected SMEs' laundry service and further researches, as follows:

1. The implementation lean methods of SVSM, 5S, and Dojo Quality Circles can help the SMEs' laundry service in eliminating their waste in service process by considering the limitation in laundry service.
2. This research only uses 3 lean methods to eliminate waste that experienced by in SMEs' laundry service. The application of more than 3 lean methods could be applied to improve the possible solution and to get more insight on the problem.
3. This research only conducted a brief case study related to the SMEs' laundry service. A deep case study related to the implementation of these method is recommended for future study.
4. The future study needs to expand the topic to another lean method and condition related to service industry.