

## **ATTACHMENT 1**

### **Questionnaire**

#### **RESEARCH QUESTIONNAIRE**

### **ANALYSIS OF WASTE IN LAUNDRY SERVICES TO DEVELOP THE IMPROVEMENT BASED ON LEAN CONCEPT**

Dear,

Mr. / Mrs. / Brother / Sister

With respect,

I hereby request the willingness of Mr. / Ms. / Brother / Sister to fill out this questionnaire to collect research data in order to complete the final project (thesis) of the Indonesian Islamic University, majoring in industrial engineering (S-1).

The purpose of this study is to determine the type of waste that occurs in the laundry service process and the causes of waste in the laundry service process. For this reason, I hope that you will answer this questionnaire. For your willingness and participation in completing this questionnaire, I thank you profusely.

## Respondent Identity

Instruction:

Write down your identity by filling in the points in the Name category and giving a check mark [✓] in the box for the next category!

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Name : \_\_\_\_\_

Gender :

Male

Female

Last Education :

Elementary School                       Graduate

Middle School                                 Master/Doctor

High School

Experience in Laundry Service:

Less than 1 year

1 - 2 year

3 - 5 year

More than 5 year

## Section 1: Types and Levels of Waste Occurrence in SMEs

### Instructions:

Fill in according to your answer by marking (√) in the available column.

### Explanation:

For answers in your assessment column, about the level of frequency (occurrence) of the occurrence of waste in the laundry service process, give an answer:

- 1 : Never
- 2 : Rarely
- 3 : Sometimes
- 4 : Very Often
- 5 : Always

<i>Waste</i>	<b>Description</b>	<b>Score</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Overproduction</i>	Completion of more work than needed or prior to its being demanded by customer					
<i>Delay</i>	Needless, non-adding-value movement of resources (people or items), physical (from office to office) or virtual (methods, approaches, paths or tools for performing the same work)					

<i>Waste</i>	<b>Description</b>	<b>Score</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Unneeded Transport or Movement</i>	Needless, non-adding-value movement of resources (people or items), physical (from office to office) or virtual (methods, approaches, paths or tools for performing the same work)					
<i>Over-Quality, Duplication</i>	<p>Activities or processes that do not add value as perceived by customers. They do not answer to a real need, adding more value to the service than the one customers are willing to pay for.</p> <p>Design or build a work that presents oversized performance if compared with real demand</p>					
<i>Excessive Variation, Lack of Standardization</i>	Lack of standardization in the offer or processes, procedures, formats, including expired or outdated with no standard time defined					

<i>Waste</i>	<b>Description</b>	<b>Score</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<i>Failure Demand, Lack of Customer's Focus</i>	Any aspect of a service that fails to conform to customer's expectations or needs, which results in miscommunication and/or opportunity lost.					
<i>Underutilized resources</i>	Waste of resources, especially human potential, not leveraging employee's talent and potential, under-using their skills, creative abilities and knowledge.					
<i>Manager's Resistance to Change</i>	"Saying no" attitude from the management, not encouraging all employees to get involved in the continuous improvement process.					

**Section 2: Questionnaire Causes of Waste in the Service Process**

**Instruction:**

Give answers to the following questions by filling in your answers at the points provided.

1.) What is the cause of waste of *Overproduction* in the laundry service process?

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2.) What is the cause of waste of *Delay* in the laundry service process?

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3.) What is the cause of waste of *Unneeded Transport or Movement* in the laundry service process?

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4.) What is the cause of waste of *Over-Quality, Duplication* in the laundry service process?

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5.) What is the cause of waste of *Excessive Variation, Lack of Standardization* in the laundry service process?

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6.) What is the cause of waste of *Failure Demand, Lack of Customer's Focus* in the laundry service process?

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7.) What is the cause of waste of *Underutilized resources* in the laundry service process?

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8.) What is the cause of waste of *Manager's Resistance to Change* in the laundry service process?

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