

ABSTRACT

In the last few decades and the existence of competition in the era of globalization, competition between companies has resulted in companies making strategies to increase competitiveness. Companies are required to continue to improve the quality of products or services. Hospitals are one of the service sectors that must maximize service quality so that customers remain happy. Optimal service quality must always be applied in every industry, especially in health service organizations, because without good service quality, patients and the public can be disappointed and ultimately lose their loyalty.

It is hoped that the aim of this research can be used by company management as a reference for providing good health services by measuring Lean Six Sigma and service quality at the Muhammadiyah University Semarang Dental and Oral Hospital. The method used in this research is a quantitative method. The population used in the training was the staff of the Gigi and Mouth Hospitals of the Muhammadiyah University of Semarang, totaling 55 respondents.

The sampling technique used in this research is probability sampling. The data collection method used in this research is a survey method using a questionnaire tool. Implementing Continuous Quality Improvement can achieve the performance of an organization. This is because, CQI is a way for organizations to make continuous improvements leading to better progress. Implementation of Lean Management Initiatives at the Dental and Oral Hospital of Muhammadiyah University Semarang as an improvement to achieve quality organizational performance. Six Sigma influences the quality of performance at the Muhammadiyah University Semarang Dental and Oral Hospital. By implementing Six Sigma Initiatives, it can encourage health services to achieve high performance and help health service organizations find ways to maximize resources, eliminate waste and get results that can reduce costs and increase patient satisfaction.

Keywords: measuring lean six sigma, performance quality, health services.