ABSTRACT

We were given the chance to do internship in Johnson & Johnson Indonesia as the requirement to complete the master degree program at Bina Nusantara University. Product return is one of the problems that we encountered during 5 (five) months internship in Johnson & Johnson Indonesia. Due to our limited time, we decided to focus on one problem and some suggestion that may applicable to the company.

We use Six Sigma methodology as well to calculate the rate of product return in comparison to the sales that generates every month. Beside the other tools that Johnson and Johnson has already included such as Process Excellence (PE) that consists of Assessment, Improvement, and Recognition.

To accomplish this, PE provides businesses powerful methodologies and tools that can be used to make significant improvements. These methodologies provide a systematic and proven method to measure, analyze and improve business processes. PE’s improvement methodologies are Six Sigma, Lean Thinking, and Design Excellence.

We analyzed and extracted the data so we can come up with the suitable suggestion how to control and reduce the rate of product return. In conclusion, we hope that our project in Johnson & Johnson Indonesia would contribute to the company in the long run.

Key words: Process Excellence (Assessment, Improvement, Recognition), Six Sigma, Product Return

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