

RINGKASAN EKSEKUTIF

Hotel A merupakan salah satu hotel *luxury* yang berada di bawah M Group International. Dalam operasionalnya, tentu masih ditemukan beberapa tantangan atau permasalahan yang menghambat kelancaran bisnisnya. *Project Improvement* ini bertujuan untuk mengidentifikasi serta memberikan solusi terhadap masalah prioritas yang sudah ditentukan. Masalah prioritas yang ditemukan di Hotel A adalah biaya *kitchen daily operation* yang melebihi anggaran yang sudah ditentukan. Dalam mengumpulkan data, penulis menggunakan metode kualitatif, khususnya wawancara, observasi, dan studi dokumen. Kemudian, data tersebut dianalisis menggunakan pendekatan *Define, Measure, Analyze, Improve, dan Control* (DMAIC). Melalui *Project Improvement* ini, diharapkan biaya *kitchen daily operation* di Hotel A bisa lebih terkontrol agar dapat menghindari dampak jangka panjang.



EXECUTIVE SUMMARY

Hotel A is one of the luxury hotels under M Group International. In its operations, there are still several challenges or problems that impede smooth business operations. This Project Improvement aims to identify and provide solutions to the priority problems. The priority issue that is found in Hotel A is the daily kitchen operational costs that exceed the predetermined budget. In collecting data, the author used qualitative methods, especially interviews, observation and document study. Subsequently, the data was analyzed using the Define, Measure, Analyze, Improve and Control (DMAIC) approach. Through this Project Improvement, it is hoped that the daily operational costs of the kitchen at Hotel A can be better controlled in order to avoid long-term impacts.

