

## ABSTRACT

*Discrepancies between inventory data and physical inventory counts for non-medical consumables can disrupt hospital operations and potentially result in losses. This study aims to analyze the causes of discrepancies in physical inventory counts for non-medical consumables and provide recommendations for improvement using the Define, Measure, Analyze, Improve, Control (DMAIC) method at Surabaya Jemursari Islamic Hospital. This study is a quantitative descriptive study using a cross-sectional approach. The study population consists of all non-medical consumables, with a total sample of 12 types of items based on inventory count data from April to June 2025. Data were collected through observation, interviews, and questionnaires administered to four key informants (ward heads and logistics staff), as well as a review of secondary data. The results of the study indicate that the most common causes of stock discrepancies are errors in item retrieval (24%), suspension of distribution due to management complaints (15%), and inaccuracies in record-keeping (various forms). A fishbone analysis identified the primary causes of discrepancies as stemming from human resources, methods, materials, and record-keeping systems. Improvement recommendations include enhancing the accuracy and training of staff, optimizing procedures for item retrieval and recording, implementing the 5S concept (Seiri, Seiton, Seiso, Seiketsu, Shitsuke), and strengthening coordination between units. The implementation of the DMAIC method is expected to improve inventory recording accuracy, minimize data discrepancies, and support logistics management efficiency in hospitals.*

**Keywords:** *Inventory count, non-medical consumables, DMAIC method, hospital logistics management*

## ABSTRAK

### **ANALISIS KETIDAKSESUAIAN HASIL STOK OPNAME BARANG HABIS PAKAI NON MEDIS DENGAN METODE DMAIC DI RUMAH SAKIT ISLAM SURABAYA JEMURSARI**

Ketidaksesuaian antara data stok dan hasil stok opname pada barang habis pakai non medis dapat mengganggu kelancaran operasional rumah sakit serta menimbulkan potensi kerugian. Penelitian ini bertujuan untuk menganalisis penyebab ketidaksesuaian hasil stok opname barang habis pakai non medis serta memberikan rekomendasi perbaikan menggunakan metode *Define, Measure, Analyze, Improve, Control* (DMAIC) di Rumah Sakit Islam Surabaya Jemursari. Penelitian ini merupakan penelitian deskriptif kuantitatif dengan pendekatan potong lintang. Populasi penelitian adalah seluruh bahan non medis habis pakai, dengan sampel total sebanyak 12 jenis barang berdasarkan data stok opname periode April-Juni 2025. Data dikumpulkan melalui observasi, wawancara, dan kuesioner kepada empat informan kunci (kepala ruang dan staf logistik), serta telah data sekunder. Hasil penelitian menunjukkan bahwa ketidaksesuaian stok paling banyak disebabkan oleh kesalahan pengambilan barang (24%), penghentian distribusi akibat komplain direksi (15%), dan ketidaktepatan pencatatan (berbagai bentuk). Analisis *fishbone* mengidentifikasi faktor utama penyebab ketidaksesuaian berasal dari aspek SDM, metode, material, dan sistem pencatatan. Rekomendasi perbaikan meliputi peningkatan ketelitian dan pelatihan petugas, optimalisasi prosedur pengambilan dan pencatatan barang, penerapan konsep 5S (*Seiri, Seiton, Seiso, Seiketsu, Shitsuke*), serta penguatan koordinasi antar unit. Penerapan metode DMAIC diharapkan dapat meningkatkan akurasi pencatatan stok, meminimalkan selisih data, dan mendukung efisiensi manajemen logistik di rumah sakit.

**Kata Kunci:** Stok opname, barang habis pakai non medis, metode DMAIC, manajemen logistik rumah sakit