

## **Development of the Independent Building Permit System to Improve Productivity and Quality Service**

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**Abstract :** Ineffectiveness and inefficiency of the building permit process in Indonesia still becomes a major problems for people to apply. Long time of service, the complicated administration process, and an expensive fees are a process that causing a dissatisfaction and discomfort for applicant. Therefore, it is critical to improve the quality of service of building permit system. Objectives of this research is to develop a better process of the system to improve productivity and quality service. Lean six sigma concept by using DMAIC procedures was used to analyze the existing system. Moreover, improvement of the system was conducted by using the Axiomatic Design method. Verification test was done to test the hypothesis of the proposed system design. Result of this research shows that proposed system can produce increasing 61.8% of efficiency on service time, and more effective and easier.

**Keywords :** axiomatic design, bbuilding permit system, DMAIC, Lean Six Sigma

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