



### SUPERVISOR'S DECLARATION

I/We\* hereby declare that I/We\* have checked this thesis/project\* and in my/our\* opinion, this thesis/project\* is adequate in terms of scope and quality for the award of the degree of \*Doctor of Philosophy/ Master of Engineering/ Master of Science in .....

(Supervisor's Signature)

Full Name : DR. SITI ZUBAIDAH BINTI ISMAIL  
Position : Sr. LECTURER FACULTY OF MANUFACTURING & MECHATRONICS  
Date : 20-02-2023

(Co-supervisor's Signature)

Full Name :  
Position :  
Date :



### STUDENT'S DECLARATION

I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

A handwritten signature in black ink, appearing to be 'Najwa', written over a horizontal line.

(Student's Signature)

Full Name : NOR NAJWAFATIMA BINTI YUSAINI

ID Number : KFI 21005

Date : 14<sup>TH</sup> FEBRUARY 2023

REDUCTION OF WORK IN PROCESS AND MANUFACTURING LEAD TIME  
USING VALUE STREAM MAPPING IN THE MEDICAL INDUSTRY

NOR NAJWAFATIMA BINTI YUSAINI

Thesis submitted in fulfillment of the requirements  
for the award of the  
Master of Industrial Engineering

Faculty of Manufacturing & Mechatronic Engineering Technology

UNIVERSITI MALAYSIA PAHANG

FEBRUARY 2023

v

P PERPUSTAKAAN UNIVERSITI MALAYSIA PAHANG	
No. Perolehan <b>T002321</b>	No. Panggilan EIKPM N 35 2023 v thesis
Tarikh <b>16 MAR 2023</b>	

## ACKNOWLEDGEMENT

First and foremost, I want to express my heartfelt gratitude to my loving supervisor, Dr. Siti Zubaidah, for her comprehensive and insightful remarks at every stage of my work. She never failed to give me continuous support and valuable counsel during my master's journey. Her ongoing assistance and dedication were critical in completing this project. This project would not have been possible without the assistance of my colleagues, especially Ms Tamilarasi A/P Arasu in data collecting, data analysis, and other crucial stages of my master's journey. My heartfelt thanks go to my darling spouse, Muhammad Ihsan bin Mazid, who has always been sympathetic and supportive during our journey. To my two wonderful sons for putting up with my fragmented attention. More importantly, I dedicate this work to my parents, particularly my late father, Yusaini bin Alwi, and my loving mother, Hajjah Norma bt Che Awang, without whose unconditional love, entire support, and encouragement, my master's journey would not have begun, let alone concluded successfully. Thank you for adoring and believing in me, all of my siblings. Finally, I want to thank Allah for hearing and answering my prayers. Alhamdulillah.

## ABSTRAK

Oleh kerana kesannya yang besar terhadap pertumbuhan ekonomi, industri pembuatan dianggap sebagai salah satu industri yang paling penting. Untuk mengekalkan kepuasan pengguna dalam menghadapi persaingan produk yang semakin meningkat, syarikat mesti mengeluarkan barangan berkualiti tinggi pada kadar yang berpatutan dan memenuhi jadual penghantaran. Oleh kerana permintaan produk yang kukuh dan matlamat syarikat untuk meningkatkan kecekapan, syarikat mesti menghapuskan cabaran semasanya, iaitu inventori yang berlebihan, meningkatkan kecekapannya dan mengurangkan masa utama pembuatannya. Ini ialah kajian kes syarikat perubatan yang mengalami masalah dengan masa utama pembuatan yang panjang dan jumlah inventori yang banyak. Matlamat projek ini adalah untuk mengurangkan masa utama pembuatan dan bilangan item yang sedang dijalankan, seterusnya mengurangkan sisa di tingkat pengeluaran. Pemetaan Aliran Nilai (VSM) akan digunakan untuk mengenal pasti pembaziran dengan membezakan aktiviti nilai tambah daripada aktiviti bukan nilai tambah dalam proses pembuatan. Untuk meningkatkan barisan pengeluaran perubatan, analisis dijalankan menggunakan pemetaan aliran. VSM semasa dibangunkan dan pembaziran ditemui dengan meneliti barisan pengeluaran sedia ada. VSM berkemungkinan besar akan melaksanakan pembuatan pada masa hadapan dengan membuang pembaziran yang dikenal pasti. Masa utama dikurangkan dengan mengurangkan pembaziran dan inventori juga boleh dikurangkan. Akibatnya, pengguna menerima lebih nilai pada kos yang dikurangkan. Ini akhirnya membawa kepada mendapatkan kelebihan daya saing dalam pasaran yang sudah kompetitif. Untuk menyelesaikan kesukaran, peta keadaan masa hadapan telah dibina menggunakan teknik lean dan kaizen. Lebihan inventori dihapuskan, dan jumlah masa kitaran dan masa inventori di pelbagai stesen dikurangkan. Peta keadaan masa hadapan menggambarkan peningkatan dalam proses sebanyak 87.5% dan peningkatan dalam aktiviti nilai tambah sebanyak 39%, mengakibatkan pengurangan 46.9% dalam masa utama pembuatan.

## ABSTRACT

The company must reduce inventories, increase efficiency, and lower manufacturing lead times to maintain consumer satisfaction in the face of increased product competition. Anything that does not add any value to the product and reduces the effectiveness of the process is referred to as "waste." The company will suffer several consequences as a result of waste, including an increase in production costs as a result of the requirement for additional space and handling, the accumulation of work-in-progress piles between workstations as a result of delays, and an increase in the number of redundant operations as a result of overprocessing. This project is a case study of a medical company dealing with long manufacturing lead times and a large amount of work in progress (WIP). The goal of the project is to reduce manufacturing lead time and the number of items in progress, thereby reducing waste on the production floor (WIP). Value Stream Mapping (VSM) will be used to identify waste by distinguishing value-added activities from non-value-added activities in the manufacturing process. The analysis is carried out using the lean tool value stream mapping to improve the medical production line. The current VSM is developed, and wastes are found by examining the existing production line. VSM will most likely execute manufacturing in the future by removing identified wastes. Lead time is reduced by removing waste, and WIP may be reduced as well. As a result, the consumer receives more value at a reduced cost. This finally leads to getting a competitive advantage in an already competitive market. To solve the difficulties, future state maps were constructed using lean techniques and kaizen. Excess inventory is eliminated, and total cycle time and inventory time at various stations are reduced. The future state map illustrates an increase in processes of 87.5% and an increase in value-added activities of 39%, resulting in a 46.9% reduction in manufacturing lead times.

## TABLE OF CONTENT

<b>DECLARATION</b>	
<b>TITLE PAGE</b>	
<b>ACKNOWLEDGEMENT</b>	<b>vii</b>
<b>ABSTRAK</b>	<b>viii</b>
<b>ABSTRACT</b>	<b>ix</b>
<b>TABLE OF CONTENT</b>	<b>x</b>
<b>LIST OF TABLES</b>	<b>xiii</b>
<b>LIST OF FIGURES</b>	<b>xiv</b>
<b>LIST OF SYMBOLS</b>	<b>xv</b>
<b>CHAPTER 1</b>	<b>1</b>
<b>INTRODUCTION</b>	<b>1</b>
1.0 Introduction	1
1.2 Problem Statement	4
1.3 Research Objectives	5
1.4 Research Questions	5
1.5 Research Scope and Limitations	5
1.6 Thesis Summary	6
<b>CHAPTER 2</b>	<b>8</b>

<b>LITERATURE REVIEW</b>	<b>8</b>
2.1 Manufacturing Industry	8
2.2 Value Stream Mapping	9
2.3 Manufacturing Lead Time	10
2.4 Work in Process	11
2.5 Gemba Walk	13
<b>CHAPTER 3</b>	<b>15</b>
<b>METHODOLOGY</b>	<b>15</b>
3.1 Introduction	15
3.2 Method to Establish Value Stream Mapping	19
3.3 Determine Requirement for Current Value Stream Mapping	20
3.4 Terminologies in Value Stream Mapping	22
3.5 Production Line in Company A	23
3.6 Process Flow for the Selected Product at Company A	24
3.7 Gemba Walk	28
3.8 Data Collection for Current State Map	32
3.9 Current Work Combination Table (WCT)	33
3.10 Cause and Effect Diagram	34
3.11 Data Collection for Current State Map	35
3.12 Current State Condition	37
3.12.1 Current State Value Stream Map (CVSM)	37
3.12.2 Cycle Time for Each Process	38



3.12.3 Current Operator Balance Chart (OBC)	40
3.12.4 Current Work Combination Table (WCT)	41
<b>CHAPTER 4</b>	<b>43</b>
<b>RESULT AND DISCUSSION</b>	<b>43</b>
4.1 Introduction	43
4.2 Future State Condition	44
4.2.1 Future Production Layout for High Runner Product	44
4.2.2 Future State of Value Stream Map (FVSM)	46
4.2.3 Result After Improvement	47
4.2.4 Future State of Operator Balance Chart (OBC)	48
4.2.5 Future State of Work Combination Table (WCT)	49
4.3 Cause and Effect Diagram	50
<b>CHAPTER 5</b>	<b>51</b>
<b>CONCLUSION AND RECOMMENDATION</b>	<b>51</b>
5.1 Introduction	51
5.2 Conclusion	51
5.3 Recommendation for Future Research	52
<b>REFERENCES</b>	<b>53</b>

## **LIST OF TABLES**

Table 3.1	Terminologies in Value Stream Map
Table 3.2	Data required before creating the VSM
Table 3.3	Cycle Time by Process
Table 4.1	Summary of Result After Improvement

## **LIST OF FIGURES**

Figure 3.1	Methodology Steps for Implementing Value Stream Mapping
Figure 3.2	Methodology Steps for The Gemba Walk
Figure 3.3	Current State of Value Stream Mapping
Figure 3.4	Current State of Operator Balance Chart
Figure 3.5	Current State of Work Combination Table
Figure 4.1	Future State of Value Stream Mapping
Figure 4.2	Future State of Operator Balance Chart
Figure 4.3	Future State of Work Combination Table
Figure 4.4	Cause and Effect Diagram for High Manufacturing Lead Time

## LIST OF SYMBOLS

VSM	Value Stream Mapping
CVSM	Current Value Stream Mapping
FVSM	Future Value Stream Mapping
TT	Takt Time
CT	Cycle Time
MLT	Manufacturing Lead Time
AT	Available Time
WIP	Work in Process
OBC	Operator Balance Chart
WCT	Work Combination Table

- Gunaki, P., Devaraj, S., & Patil, S. (2022). Process optimization by value Stream Mapping. *Materials Today: Proceedings*, 54(xxxx), 251–254.  
<https://doi.org/10.1016/j.matpr.2021.08.304>
- Hemalatha, C., Sankaranarayananasamy, K., & Durairraaj, N. (2021). Lean and agile manufacturing for work-in-process (WIP) control. *Materials Today: Proceedings*, 46, 10334–10338. <https://doi.org/10.1016/J.MATPR.2020.12.473>
- Hillier, M. (2013). Designing unpaced production lines to optimize throughput and work-in-process inventory. *IIE Transactions (Institute of Industrial Engineers)*, 45(5), 516–527. <https://doi.org/10.1080/0740817X.2012.706733>
- Huang, Z., Kim, J., Sadri, A., Dowey, S., & Dargusch, M. S. (2019). Industry 4.0: Development of a multi-agent system for dynamic value stream mapping in SMEs. *Journal of Manufacturing Systems*, 52(May), 1–12.  
<https://doi.org/10.1016/j.jmsy.2019.05.001>
- Jiang, J., & Rim, S. C. (2017). Strategic WIP Inventory Positioning for Make-to-Order Production with Stochastic Processing Times. *Mathematical Problems in Engineering*, 2017. <https://doi.org/10.1155/2017/8635979>
- Khan, M. A., Shaikh, S. A., Lakho, T. H., & Mughal, U. K. (2020). Potential of lean tool of value stream mapping (Vsm) in manufacturing industries. *Proceedings of the International Conference on Industrial Engineering and Operations Management*, 59, 3064–3074.
- Leksic, I., Stefanic, N., & Veza, I. (2020). The impact of using different lean manufacturing tools on waste reduction. *Advances in Production Engineering And Management*, 15(1), 81–92. <https://doi.org/10.14743/APEM2020.1.351>
- Micieta, B., Howaniec, H., Binasova, V., Kasajova, M., & Fusko, M. (2021). Increasing Work Efficiency in a Manufacturing Setting Using Gemba Walk. *European Research Studies Journal*, XXIV(Special Issue 4), 601–620.  
<https://doi.org/10.35808/ersj/2792>

- Młynarczyk, P., & Cyklis, P. (2020). The estimation of the pressure pulsation damping coefficient of a nozzle. *Journal of Sound and Vibration*, 464.  
<https://doi.org/10.1016/j.jsv.2019.115002>
- Mofolasayo, A., Young, S., Martinez, P., & Ahmad, R. (2022). How to adapt lean practices in SMEs to support Industry 4.0 in manufacturing. *Procedia Computer Science*, 200, 934–943. <https://doi.org/10.1016/j.procs.2022.01.291>
- Mor, R. S., Bhardwaj, A., Singh, S., & Sachdeva, A. (2019). Productivity gains through standardization-of-work in a manufacturing company. *Journal of Manufacturing Technology Management*, 30(6), 899–919. <https://doi.org/10.1108/JMTM-07-2017-0151>
- Mrugalska, B., & Wyrwicka, M. K. (2017). Towards Lean Production in Industry 4.0. *Procedia Engineering*, 182, 466–473.  
<https://doi.org/10.1016/j.proeng.2017.03.135>
- Muhammad, C. R., Nu'Man, A. H., & Shofia, N. (2020). Minimization of WIP inventory cost at CNC-machining centers through assignment of m serial machines and transfer batch size reduction. *IOP Conference Series: Materials Science and Engineering*, 830(3). <https://doi.org/10.1088/1757-899X/830/3/032096>
- Nallusamy, S., & Saravanan, V. (2018). Optimization of process flow in an assembly line of manufacturing unit through lean tools execution. *International Journal of Engineering Research in Africa*, 38, 133–143.  
<https://doi.org/10.4028/www.scientific.net/JERA.38.133>
- Narke, M. M., & Jayadeva, C. T. (2020). Value Stream Mapping: Effective Lean Tool for SMEs. *Materials Today: Proceedings*, 24, 1263–1272.  
<https://doi.org/10.1016/j.matpr.2020.04.441>
- Pathania, A., Kumar, R., Rojhe, K., Goel, B., Aggarwal, S., & Mahto, D. (2021a). Value stream mapping - Panacea for lead time reduction in ferrite core industry. *Materials Today: Proceedings*, 46(xxxx), 2456–2461.  
<https://doi.org/10.1016/j.matpr.2021.01.362>

- Pathania, A., Kumar, R., Rojhe, K., Goel, B., Aggarwal, S., & Mahto, D. (2021b). Value stream mapping – Panacea for lead time reduction in ferrite core industry. *Materials Today: Proceedings*, 46, 2456–2461. <https://doi.org/10.1016/J.MATPR.2021.01.362>
- Puik, E., Telgen, D., van Moergestel, L., & Ceglarek, D. (2017). Assessment of reconfiguration schemes for Reconfigurable Manufacturing Systems based on resources and lead time. *Robotics and Computer-Integrated Manufacturing*, 43, 30–38. <https://doi.org/10.1016/j.rcim.2015.12.011>
- Ranjan, S. K., & Shinde, D. K. (2018). Implementing Lean manufacturing technique in fabrication process planning – A case study. *International Journal of Research in Engineering and Technology*, 5(7), 2600–2606.
- Ribeiro, P., Sá, J. C., Ferreira, L. P., Silva, F. J. G., Pereira, M. T., & Santos, G. (2019). The impact of the application of lean tools for improvement of process in a plastic company: A case study. *Procedia Manufacturing*, 38(2019), 765–775. <https://doi.org/10.1016/j.promfg.2020.01.104>
- Samaddar, S., & Hill, C. A. (2007). Controlling adverse effect on work in process inventory while reducing machine setup time. *European Journal of Operational Research*, 180(1), 249–261. <https://doi.org/10.1016/j.ejor.2006.02.039>
- Sangwa, N. R., & Sangwan, K. S. (2022). Leanness assessment of a complex assembly line using integrated value stream mapping: a case study. *TQM Journal*. <https://doi.org/10.1108/TQM-12-2021-0369>
- Sarkar, M., & Chung, B. Do. (2020). Flexible work-in-process production system in supply chain management under quality improvement. *International Journal of Production Research*, 58(13), 3821–3838. <https://doi.org/10.1080/00207543.2019.1634851>
- Shah, D., & Patel, P. (2018). Productivity Improvement by Implementing Lean Manufacturing Tools In Manufacturing Industry. *International Research Journal of Engineering and Technology*, October 2021, 1–6. [www.irjet.net](http://www.irjet.net)

- Singh, D. K., & Singh, D. S. (2013). JIT: A Strategic Tool of Inventory Management. *International Journal of Engineering Research and Application*, 3(2), 133–136.
- Singh, D., & Verma, A. (2018). Inventory Management in Supply Chain. *Materials Today: Proceedings*, 5(2), 3867–3872. <https://doi.org/10.1016/j.matpr.2017.11.641>
- Siva, R., Prabakaran, M., Rishikesh, S., Santhosh Kumar, A., & Sangeetha, M. (2020). Lead time reduction through lean techniques on filter drier component by modifying fixture design - Case study. *Materials Today: Proceedings*, 33(xxxx), 2651–2655. <https://doi.org/10.1016/j.matpr.2020.01.221>
- Sudhakara, P. R., Sałek, R., Venkat, D., & Chruzik, K. (2020). Management of non-value-added activities to minimize lead time using value stream mapping in the steel industry. *Acta Montanistica Slovaca*, 25(3), 444–445. <https://doi.org/10.46544/AMS.v25i3.15>
- Suhardi, B., Anisa, N., & Laksono, P. W. (2019). Minimizing waste using lean manufacturing and ECRS principle in Indonesian furniture industry. *Cogent Engineering*, 6(1), 1–13. <https://doi.org/10.1080/23311916.2019.1567019>
- Sutharsan, S. M., Mohan Prasad, M., & Vijay, S. (2020). Productivity enhancement and waste management through lean philosophy in Indian manufacturing industry. *Materials Today: Proceedings*, 33(xxxx), 2981–2985. <https://doi.org/10.1016/j.matpr.2020.02.976>
- Taggart, M., Willis, C., & Hanahoe, J. (2019). Not seeing the wood for the trees - A gemba walk through a timber framed housing development. *27th Annual Conference of the International Group for Lean Construction, IGLC 2019, August*, 1209–1218. <https://doi.org/10.24928/2019/0231>
- Tyagi, S., Choudhary, A., Cai, X., & Yang, K. (2015). Value stream mapping to reduce the lead-time of a product development process. *International Journal of Production Economics*, 160, 202–212. <https://doi.org/10.1016/j.ijpe.2014.11.002>