

Universidad de Lima
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MANAGEMENT MODEL BASED ON 5S AND SYSTEMATIC LAYOUT PLANNING (SLP) TO IMPROVE THE LEVEL OF SERVICE IN THE CLEANING SECTOR

Tesis para optar el Título Profesional de Ingeniero Industrial

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Abstract:

In Peru, the cleaning sector has played an important role in recent days, allowing its continuous development. However, non-delivery of materials, whether due to quantity, delay or damage, is one of the most recurring problems in the sector. Therefore, the management in the storage of materials, to later distribute them to the units, plays an important role in the classification and collection of materials, the transfer without the need for reprocessing, optimizing the picking time, maintaining the durability of the material without damage and ensuring the care of the workers in the area. This study analyzes a warehouse of a cleaning company, which has problems in meeting the delivery time of materials due to the time it takes to pick them. The main causes are damaged materials due to incorrect picking, the delay in locating the material generated by the lack of knowledge of the materials, the disorder that occurs in the area, the lack of cleanliness in the area, and the inefficient distribution of the materials. which are located in different parts.

Keywords— Leve lof service, 5s methodology, systematic layout planning, cleaning sector

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