

**IMPROVING PHARMACY SERVICE THROUGH THE  
IMPLEMENTATION  
OF 5S PRACTICE**



**DIPLOMA OF PHARMACY IN THE  
FACULTY OF PHARMACY  
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## Contents

<u>Subject</u>	<u>Page</u>
Acknowledgement	3
Abstract	4
Introduction	5
Literature review	8
Aim and Objective	9
Material and method	10
Result	12
Discussion	13
Conclusion	16
References	17
Appendices	18

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Concisely, I hope this research may bring a good sight for either pharmacist or assistant pharmacist in our duties to bring a better future towards pharmacy service. Hereby, I would end this acknowledgement with boundless gratitude to all who involved.

## ABSTRACT

The **5S Process**, or simply "5S", is a structured program to systematically achieve total organization, cleanliness, and standardization in the workplace. A well-organized workplace results in a safer, more efficient, and more productive operation. It boosts the morale of the workers, promoting a sense of pride in their work and ownership of their responsibilities. The 5S system were proposed at Pharmacy Department of Hospital Kuala Lumpur (HKL) in 2008 and were fully applied in 2009. This study in which entitled **Improving Pharmacy Service through the Implementation of 5S Practice** is aiming to investigate the effectiveness of 5S application systems in Pharmacy Department of HKL in improving the pharmacy services. This is a descriptive study. A questionnaires were distributed to employees and survey was conducted in Ward Supply Department of HKL. The data were collected, analyzed and tabulated in percentage form. The results show the existence of a positive improvement. The result interpreted in discussion the aspect of time and cost saving, pleasant and safety environment of workplace lead to increasing the productivity of employees and service. In conclusion, 5S practice is really makes the improvement in pharmacy service, as a result in time and cost saving, pleasant and safety environment of workplace lead to increasing the productivity of employees and service. However, 5S practice without full and total comprehension which is cooperation and responsible from all staffs can make unsuccessful 5S practice and lead to no changes in improvement of pharmacy service, wasting the time and the cost.

Keywords : Lean, 5S, 5S practice, 5S concept, Housekeeping, Operations management, Quality management, Business performance

Paper type : Research paper

# CHAPTER 1

## INTRODUCTION

The **5S Process**, or simply "5S", is a structured program to systematically achieve total organization, cleanliness, and standardization in the workplace. A well-organized workplace results in a safer, more efficient, and more productive operation. It boosts the morale of the workers, promoting a sense of pride in their work and ownership of their responsibilities. Standardization in the workplace simplifies everyday activities leading to time-saving improvements.

Quality Assurance Solutions reveals that the history of 5S goes back as far as the 16<sup>th</sup> Century and Venice shipbuilders. In an effort to streamline the assembly process, workers used quality process production to build ships in hours instead of days or weeks.

From there, it was Sakichi Toyoda and son Kiichiro as well as Toyota engineer Taiichi Ohno who developed the 5S methodology or what they called the Total Production System of TPS after World War II.

The three Toyota representatives looked at both Ford Motor Company's assembly lines and the inventory process at the supermarket chain Piggly Wiggly. Through analysis at Ford, they did notice waste along with workers who had to wait for one step to be completed which resulted in layoffs and rehiring. At Piggly Wiggly supermarkets, their inventory system of ordering only what was needed based on demand helped them understand and implement the just in time or JIT process into the 5S methodology.

The 5S Methodology formed by Toyota offered each employee a level of importance and encouragement that every job(s) were essential to the process and end product. Waste was kept to a minimum and workspace organization led to timely outcomes with genuine employee pride.

### **The 5S Methodology Concept**

Perhaps the innovation into workplace and quality product process improvement led the Toyota Motor Corporation to first utilize the 5S Methodology. To the layperson, think of