

JOURNAL INDUSTRIAL SERVICESS

vol. 10, no. 1, April 2024

Published by:
Department of Industrial Engineering
Faculty of Engineering, Universitas Sultan Ageng Tirtayasa
Cilegon, Indonesia

JISS	vol. 10	no. 1	Page: 1–138	April, 2024	ISSN (Print) : 24610631 ISSN (Online): 24610623
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Editorial Preface

We are delighted to present this edition of *Journal of Industrial Services (JISS)*, Volume 10, Number 1, which features a diverse collection of 17 articles addressing critical issues in industrial engineering, management, and technology. This issue brings together researchers from six universities in Indonesia, showcasing innovative approaches and empirical studies that contribute to advancing knowledge and practice in their respective fields.

The editorial board expresses its deep gratitude to the authors who have submitted their articles to *Journal of Industrial Services (JISS)* for this issue. It is an honor for us to have earned the trust of various authors. Additionally, we would like to extend our thanks to the editorial board members and reviewers who have contributed to this edition. Notably, we have increased the number of international reviewers, including Dr. Wen Song, Fellek Getu Tadesse, and Dr. B. Dhanasakkaravarthi, to enhance the quality of the submitted articles.

This marks the second edition since *JISS* achieved Sinta 2 accreditation by Dikti. The editorial board is committed to continuously improving the quality of *JISS* and is actively working to elevate its rating. As part of our efforts, we are in the process of pursuing further enhancements to meet international standards.

The articles in this edition cover a wide range of topics. Several studies focus on health and safety, such as the assessment of postural risks among adolescents during smartphone use by Kurnia et al., workload measurement using the Bourdon Wiersma and Cardiovascular Load methods by Mariawati et al., and the prevention of musculoskeletal disorders in manual material handling by Lady and Nuraeni. Worker safety is further explored in a case study on lifting loads and body posture in rice warehouse operations by Dewantari et al.

Other contributions emphasize operational efficiency and risk management. Febianti et al. examine lean manufacturing to boost productivity in furniture SMEs, while Hemada and Hayati investigate risk mitigation in the culinary supply chain in Bangkalan District. Ulfah et al. address supply chain resilience in label-holder production, and Anggraeni et al. apply the House of Risk methodology to mitigate organizational risks in the Secretariat of the Finance Education and Training Agency. Additionally, Ummi et al. propose a risk-based approach to optimize construction project completion. Several articles focus on service quality and customer satisfaction. Nurrokhman and Jawad evaluate auto repair services using Importance Performance Analysis and Customer Satisfaction Index methods, while Bahauddin et al. enhance mobile banking service quality through text mining and Quality Function Deployment integration. Ridwan et al. apply a Six Sigma approach to improve ceramic product quality, and Achmad and Wiratmadja assess the impact of facilities and services on tourism development in Indonesia using PLS-SEM.

Innovation in business models and technology is also highlighted. Ekawati et al. develop a business model canvas for auto detailing and car wash home services, and Hartono et al. design a monitoring system for lithium-ion batteries in solar panels. Scheduling efficiency is addressed by Muharni et al. through the application of the Nawaz-Enscore-Ham algorithm in a timber factory. Lastly, Febianti et al. provide a bibliometric analysis of lean and green healthcare integration using Publish or Perish.

The next edition of *JISS* will be published in October 2024. We welcome constructive criticism and suggestions to further enhance the quality of *JISS*. We extend our gratitude to all authors for their valuable contributions and to our reviewers for their rigorous evaluations. We hope this edition inspires further research and practical advancements in industrial services.

Sincerely,

Editorial Office