

ABSTRACT

This research focuses on the production of hanger products, these products are vulnerable products with defects that cannot be repaired directly so that these defective products must be destroyed again into re-raw materials and disrupt the smooth production process and there are workers who are less experienced when producing these products. PD. Junindo is a manufacturing company engaged in plastic. The company produces several household appliances including hangers. The approach that will be used is the sig sigma approach which is used to identify and analyze suggestions for improvements that can be given to control product quality so as to reduce defective products in the company. This study found that the process capability and the sigma value of company performance in improving product quality with a Cp value of 0.696, a Cpk value of 0.596, and an increase in product quality of 7,673 DPMO with a sigma value of 3.92, so it is still necessary to improve product quality in the company. Based on the cause and effect digram and FMEA, it is known that the causes of product defects are defects with holes, deformities, beret defects and color defects with defects of 54.43%, 29.98%, 10.47% and 5.12% respectively of the total defect data. obtained the highest ranking is defects with holes and deformities. Based on the analysis of the causes of the defects that occur, suggestions are made which can be given, namely in the form of SOPs, machine checksheets, One Point Lessons, and designs to PD. Junindo, in providing the suggested improvements, it is hoped that it can improve the quality of the company's products.

Keywords: DMAIC, FMEA, Quality Control, Six Sigma