

ABSTRAK

Kualitas merupakan salah satu hal yang dituntut dari konsumen. Semakin baik kualitas dari suatu produk maka konsumen akan memiliki loyalitas yang lebih tinggi. Termasuk diantaranya defect pada cigarette. Berdasarkan data Visual Quality Index pada cigarette selama Bulan Januari 2012-September 2012, Defect Tipping – Tobacco particle under tipping merupakan contributor terbesar bagi cigarette. Metodologi yang digunakan dalam mengurangi defect tersebut adalah metoda seven tools. Beberapa solusi utama dari studi ini adalah dengan memeriksa kondisi mesin produksi, melakukan improvement, membuat SOP yang digunakan oleh operator. Defect Tobacco particle under tipping pada cigarette dapat dikurangi dengan memasang penghisap pada bagian mesin yang memiliki kemungkinan partikel-partikel berterbangan. Perbaikan dan improvement yang dilakukan selama 3 bulan telah memberikan dampak terhadap nilai VQI Tobacco particle under tipping di mesin LU 55. Dimana sebelum perbaikan VQI point berada di angka 38 berdasarkan Data Bulan Maret 2012-September 2012 dan setelah dilakukan improvement terjadi penurunan ke angka 24 berdasarkan data Bulan Oktober 2012 – Juni 2012. Presentasi penurunan defect yaitu sebesar 36.8%.

Kata Kunci : Kualitas, Metoda QCC, Seven Tools.



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ABSTRACT

Quality is one of consumer expected highly. If the quality of product is better it will make a consumer has a higher loyalty. Including one of them is the defect on cigarette. Based on Data Cigarette Visual Quality Index during period January 2012-September 2012, defect Tipping – tobacco particle under tipping is the highest contributor for cigarette. The method that used for reducing the defect is seven tools. Some of priority for solving the problem is checking the condition of the machine in production, do improvement, made a SOP of cleaning machine and vacuum for the operator. Defect Tipping – tobacco particle under tipping can be reduced by apply new suction on some parts of machine that has a high possibility caused particle of tobacco spread out. Repairment and improvemen that has been done for 3 months has given the impact into the Visual Quality Index value at machine Link Up 55. Before doing repairment and improvement the Visual Quality Index value is 38 points based on data during period March 2012-September 2012 and after doing the repairment and improvement the Visual Quality Index has declined into 24 points based on data during period October 2012-June 2013. Percentage decline of defect is 36.8%

Key words : Quality, QCC Method, Seven Tools

