

ABSTRACT

This research aims to analyze and determine the claim improvement in exports indicates that the appearance aesthetics claim of Head Cylinder Product model 3C5/5XT in the form of handling problems, problems machining burr and problems edge shape are the biggest problem from deburring casting process and machining process. In addition to knowing the different conditions in the form of claims received before and after the research is done improvement. Research object is deburring casting process, machining OP-3, machining OP-8 and manual baritori.

The method used for solving the problem using the PDCA (Plan, Do, Check, Action) with DELTA (8 Steps and 7 Tools). And research results show that the necessary repairs of the problems causing appearance aesthetics claim that the improvement of human factor, machine/equipment factor and methods factor and standardize the form Work Instructions and One Point Lecturer. From the research conducted on this issue, it can be concluded that the appearance aesthetics claim can be solved by using PDCA with DELTA to human factors with the determination of special operators and training, factor machine/equipment to perform the installation jig cover, coolant shower and infrastructure improvements line 17, and factor methods work by creating IK Casting Deburring Process, OPL (One Point Lecturer) Deburring Process & Final Casting, OPL Installation and Waiver Provisions Products Process and OPL Manual Baritori Process.

Keywords: PDCA, DELTA, Improvement, Appearance Aesthetics

ABSTRAK

Penelitian ini bertujuan untuk menganalisa dan menentukan *improvement claim* ekspor yang menunjukkan bahwa *claim appearance aesthetics* pada produk *Head Cylinder* model 3C5/5XT yang berupa *problem handling*, *problem machining burr* dan *problem shape edge* merupakan permasalahan terbesar pada proses *deburring casting* dan proses *machining*. Selain itu untuk mengetahui perbedaan kondisi berupa *claim* yang diterima sebelum dan sesudah dilakukan *improvement*. Objek penelitian adalah proses *deburring casting*, *OP-3 machining*, *OP-8 machining* dan baritori manual. Metode yang digunakan untuk pemecahan masalahnya menggunakan metode PDCA (*Plan, Do, Check, Action*) dengan DELTA (8 Langkah dan 7 Alat). Dan hasil penelitiannya menunjukkan bahwa perlu dilakukan perbaikan dari permasalahan penyebab *claim appearance aesthetics* yang berupa perbaikan faktor manusia, faktor mesin/*equipment* dan faktor metode serta dilakukan standarisasi berupa pembuatan Intruksi Kerja dan *One Point Lecturer*. Kesimpulan bahwa permasalahan *claim appearance aesthetics* dapat diselesaikan dengan menggunakan PDCA dengan DELTA terhadap faktor manusia dengan penentuan operator khusus dan *training*, faktor mesin/*equipment* dengan melakukan pemasangan *cover jig*, *shower coolant* dan perbaikan infrastruktur line 17, dan faktor metode dilakukan dengan pembuatan IK Proses *Deburring Casting*, OPL (*One Point Lecturer*) Proses *Deburring & Final Casting*, OPL Ketentuan Proses Pemasangan Dan Pelepasan Produk dan OPL Proses Baritori Manual.

Kata kunci: PDCA, DELTA, *Improvement*, *Appearance Aesthetics*

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