

## Abstrak

PT. SELAMAT SEMPURNA Tbk merupakan perusahaan yang bergerak dalam bidang pembuatan *spare part automotive* di Indonesia dan memiliki bermacam-macam produk antara lain *Pipe Product, Fuel Tank, Muffler, Oil Filter Sakura* yang di supply ke industri perakitan mobil di Indonesia antara lain cutomernya adalah PT. HMMI, PT. ISUZU, PT. MITSUBISHI, PT. SUZUKI, dll

Kualitas telah menjadi sesuatu yang mutlak dimiliki oleh suatu produk, baik yang berupa barang maupun jasa. Kualitas ditentukan oleh seberapa baik suatu karakteristik kualitas pengganti (spesifikasi produk) dalam memenuhi karakteristik kualitas riil (kebutuhan konsumen).

Pengendalian kualitas produk dapat dilakukan dengan *Statistical Process Control*. Metode *Six Sigma* adalah salah satu cara mengendalikan kualitas yang di dalamnya memuat *Statistical Process Control*. Dengan menerapkan metode *Six Sigma*, perusahaan dapat mengetahui sebaik apa kualitas produk yang telah dihasilkan, sehingga perusahaan dapat menentukan langkah-langkah yang dapat ditempuh untuk meningkatkan kualitas produknya.

Penelitian ini dilakukan di PT. SELAMAT SEMPURNA Tbk yang terletak di Bitung Kab. Tangerang. Produk yang diamati adalah pipa pada mesin bending Addison. Variabel yang diteliti adalah *ovality* pipa setelah mengalami proses *bending*.

Hasil pengukuran serta analisis data menyimpulkan bahwa proses bending pipa di mesin Addison di PT. SELAMAT SEMPURNA Tbk mencapai tingkat kapabilitas sigma 3,38-Sigma, sedangkan kapabilitas dari proses bending tersebut masih kurang dari 1. *Radius bending* ternyata pengaruhnya lebih signifikan daripada *diameter nominal* pipa terhadap *ovality* pipa setelah mengalami proses *bending*.

Kata Kunci : Kualitas, *Statistical Process Control*, *Six Sigma*.

## ***Abstract***

*PT. SELAMAT SEMPURNA Tbk. is a company engaged in the manufacture of automotive spare parts in Indonesia and has an assortment of products including Pipe Products, Fuel Tank, Muffler, Oil Filters Sakura in supply to industrial assembly of cars in Indonesia, among others cutomernya is PT. HMMI, PT. ISUZU, PT. MITSUBISHI, PT. SUZUKI, etc.*

*Quality has become something that is absolutely owned by a product, either in the form of goods or services. Quality is determined by how good a substitute quality characteristics (product specification) in meeting the quality characteristics of real (consumer needs).*

*Product quality control can be done with Statistical Process Control. Six Sigma method is one way to control the quality in which includes Statistical Process Control. By applying Six Sigma methods, companies can find out how good the quality of products that have been produced, so that the company can determine the steps that can be taken to improve the quality of its products.*

*This research was conducted at PT. SELAMAT SEMPURNA Tbk. located in Bitung district. Tangerang. The products were observed on the pipe bending machine Addison. The variables studied were ovality pipes after a bending process.*

*Results of measurement and data analysis concluded that the process of bending the pipe in the engine Addison PT. SELAMAT SEMPURNA Tbk. reach the level of capability sigma-Sigma 3.38, while the capability of the bending process is still less than 1 (one). The radius turns bending effect is more significant than the nominal diameter of the pipe to the pipe ovality after a bending process.*

*Keywords: Quality, Statistical Process Control, Six Sigma.*