

ABSTRACT

PT. Surya Toto Indonesia Tbk, in some quality control program has been done by the company, but has not been resulting the maximum impact yet on product quality, proven by amount of internal claims machining 5 section is still high. The study was conducted in an attempt to determine the factors that cause the occurrence of UTS reject (unstandard dimention) and improvement action, then to determine the quality control of production processes in addressing the UTS reject with of Statistical Process Control (SPC) aplication approach. Based on the analysis of causal diagram (Fishbone diagram) and using Nominal Group Technique (NGT) tools, found seven dominant cause whiches: X spindle shifting, lenght of material are not equal, the hole is processed with one tool (drill $\text{\O}10.2\text{mm}$), setting LS2 on the size of 30~50mm, bearing spindle unit worn out, length of drill setting has not been entered in DIK, measure location in working standard only show the serial number of the process. To overcome the dominant cause through corrective actions, suches: at the rear turret mounted reindex lock, change cutting material machine C-325-3A type, the hole processed by two tools, drill $\text{\O}9.0\text{mm}$ and SA $\text{\O}10.3\text{mm}$, changing setting LS2 on the to 50~60mm, bearing turret indexs replaced, working instructions list (DIK) added length of drill setting standard, adding dimensions part to work standard. Based on the number of cases the result of improved internal claims machining 5 down, the claim UTS type (unstandard dimention) is reduced and the lower the percentage of reject. The measurement results with the production process of statistical process control (SPC) showed excellent process capability.

Keywords: Capabilty Process, Internal claims, Quality Control, SPC.

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PT. Surya Toto Indonesia Tbk, dalam beberapa program pengendalian kualitas yang sudah dilakukan perusahaan belum berdampak maksimal terhadap kualitas produk yang dihasilkan, terbukti jumlah klaim *internal* seksi *machining* 5 masih tinggi. Penelitian dilakukan untuk mengetahui faktor-faktor penyebab terjadinya barang *reject* ukuran tidak standar dan tindakan perbaikannya serta untuk mengetahui pengendalian kualitas proses produksi dalam mengatasi *reject UTS* dengan pendekatan aplikasi *Statistical Process Control (SPC)*. Berdasarkan analisa diagram sebab akibat (*Fishbone diagram*) dan dengan menggunakan tools *Nominal Group Technique (NGT)* ditemukan 7 penyebab dominan diantaranya: *X spindle* bergeser, panjang potong material tidak sama, *hole/lubang* diproses dengan 1 tool (*drill Ø10.2mm*), *setting LS2* pada ukuran 30~50mm, *bearing spindle unit aus*, panjang *setting drill* belum masuk di DIK, lokasi ukur standar kerja hanya menunjukkan nomor urut proses. Untuk mengatasi penyebab dominan dilakukan tindakan perbaikan antara lain: di bagian belakang *turret indexs* dipasang pengunci, mengganti mesin *cut-off type C-325-3A*, *hole/lubang* diproses dua tool yaitu *drill Ø9.0mm* dan *SA Ø10.3mm*, merubah *setting LS2* pada ukuran 50~60mm, mengganti *bearing turret indexs*, daftar intruksi kerja (DIK) ditambahkan standar panjang *setting drill*, menambahkan ukuran dimensi *part* pada standar kerja. Berdasarkan hasil perbaikan jumlah kasus klaim *internal machining* 5 turun, jenis klaim ukuran tidak standar (UTS) berkurang serta menurunkan persentase *reject*. Hasil pengukuran proses produksi dengan *statistical process control (SPC)* menunjukkan *capability process* sangat baik.

Kata kunci: *Capabilty Process*, Klaim *internal*, Pengendalian kualitas, *SPC*.