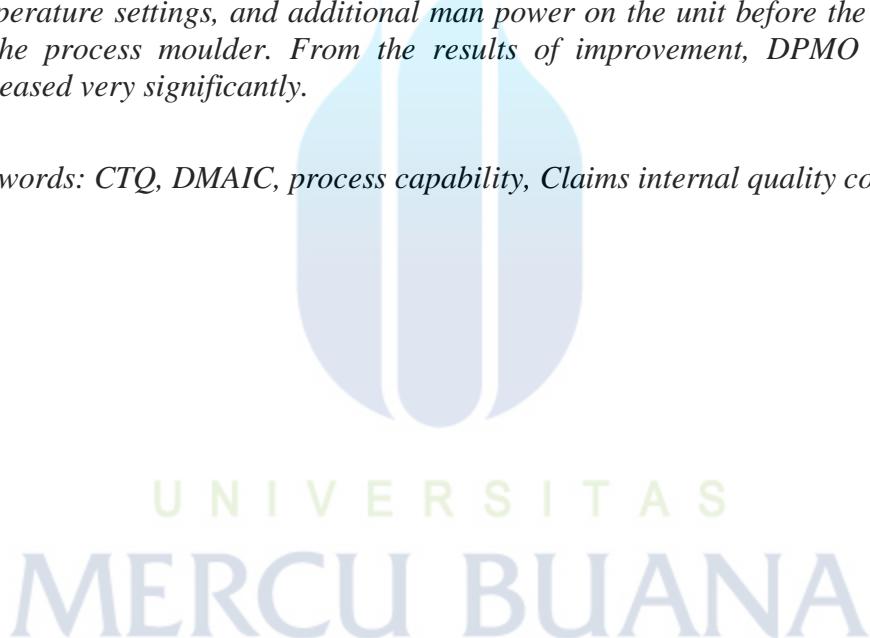


ABSTRACT

PT. Fast Moving Consumers Goods in order to decrease the number of defects on biscuits dannisa Currant in the method DMAIC (Define, Measures, Analyze, Improvement, Control). The study was conducted to determine the factors that cause the occurrence of color defects are not standard and reduce the number of defects with the methodology DMAIC (Define, Measure, Analyze, Improvement and Control). Based on the analysis of causal diagram (Fishbone diagram) and by using the tools Nominal Group Technique (NGT) found five dominant cause of which is the engine burner is not effective and difficult in setting up the machine, raw material particle size is not standard and nonstandard dough temperature. With the method (5W + 1H) the corrective actions taken are: the addition of 6 units of burner, reduce the particle size of the raw material and the dough temperature settings, and additional man power on the unit before the process is in the process moulder. From the results of improvement, DPMO value has increased very significantly.

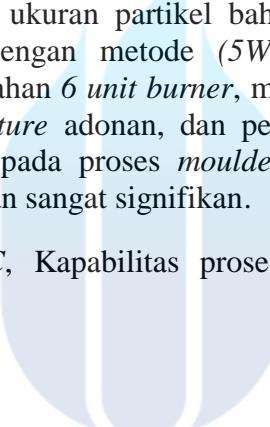
Keywords: CTQ, DMAIC, process capability, Claims internal quality control.



ABSTRAK

PT. Fast Moving Consumers Goods dalam rangka penurunan jumlah cacat pada biskuit *dannisa Currant* di dengan metode *DMAIC (Define, Measures, Analyze, Improvement, Control)*. Penelitian dilakukan untuk mengetahui faktor-faktor penyebab terjadinya *cacat* warna tidak standar serta mengurangi jumlah *cacat* dengan metodologi *DMAIC (Define, Measure, Analyze, Improvement dan Control)*. Berdasarkan analisa diagram sebab akibat (*Fishbone diagaram*) dan dengan menggunakan *tools Nominal Group Technique (NGT)* ditemukan 5 penyebab dominan diantaranya yaitu mesin burner tidak *effective* dan sulit dalam melakukan *setting* mesin, ukuran partikel bahan baku tidak standar dan suhu adonan tidak standar. Dengan metode (*5W+1H*) tindakan perbaikan yang dilakukan adalah: penambahan *6 unit burner*, memperkecil ukuran partikel bahan baku dan *setting temperature* adonan, dan penambahan *man power* pada *unit proses* sebelumnya yaitu pada proses *moulder*. Dari hasil *improvement*, nilai *DPMO* mengalami kenaikan sangat signifikan.

Kata kunci: *CTQ,DMAIC*, Kapabilitas proses, Klaim internal, Pengendalian kualitas.



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