

## ABSTRAK

Penelitian ini dilakukan dengan tujuan yaitu upaya mengurangi kesalahan input dalam proses distribusi granit dengan mengambil studi kasus di PT. Cahaya Lestari Permai Abadi periode 2017-2018. Penelitian ini menggunakan data skunder berupa laporan kesalahan input di PT. Cahaya Lestari Permai Abadi periode 2017-2018. Pengumpulan data penelitian ini melalui teknik wawancara, obeservasi dan dokumentasi perusahaan. Metode penelitian ini menggunakan analisa *Seven Tools* (*diagram pareto, fish bone dan flow chart*). Hasil penelitian ini menunjukkan adanya beberapa faktor yang menyebabkan kesalahan input dalam proses ditribusi granit yaitu, fakor manusia yang paling mendominasi dikarenakan kurang nya keterampilan dan kelalainan staff, faktor metode meliputi sistem informasi masih manual dan SOP belum baku, faktor material meliputi kualitas surat jalan yang buram dan kurangnya perawatan komputer, faktor lingkungan yaitu kurang penerangan kantor.

Kata kunci: kesalahan Input, Proses Distribusi, *Seven Tools*



## **ABSTRACT**

*This research was conducted with the aim of an effort to reduce input errors in the granite distribution process by taking a case study at PT. Cahaya Lestari Permai Abadi period 2017-2018. This research uses secondary data in the form of input error reports at PT. Cahaya Lestari Permai Abadi for the period 2017-2018. Collecting data of this study through interview techniques, observation and company documentation. This research method uses Seven Tools analysis (Pareto diagram, fish bone and flow chart). The results of this study indicate that there are several factors that cause input errors in the distribution process of granite, namely, the most dominant human factor due to lack of staff skills and abnormalities, method factors include information systems that are still manual and SOPs are not standard, material factors include the quality of blurred travel letters and lack of computer maintenance, environmental factors, namely lack of office lighting.*

*Keywords: Input error, Distribution Process, Seven Tools*

