

## ABSTRAK

### **Analisa Perbaikan Kualitas Untuk Mengurangi Jumlah *Reject* Pada Produk Mizone Di PT. Tirta Investama Dengan Metode *Six Sigma***

PT.Tirta Investama merupakan perusahaan manufaktur yang bergerak dibidang pengolahan makanan dan minuman. Dalam perusahaannya, PT. Tirta Investama memiliki departemen *Beverage* dengan produk yang dihasilkan yaitu Mizone yang merupakan salah satu produk unggulan karena berkontribusi sebagai penyumbang keuntungan yang cukup besar bagi perusahaan.PT. Tirta Investama sangat menjaga kualitas produknya demi mempertahankan kepuasan pelanggan dan juga kemampuan bersaing terhadap kompetitor. Untuk mengetahui sejauh mana pengendalian kualitas produk Mizone di PT. Tirta Investama maka digunakan metode *Six Sigma* dengan 5 tahapan didalamnya yakni *DMAIC* (*Define, Measure, Analyze, Improve, Control*). Diketahui terdapat 3 *Critical To Quality* (CTQ) potensial yang menyebabkan produk Mizone menjadi *reject* yaitu Botol gompel (*Neck Bottle*), *Screw cap* miring, dan NG Label. *Reject* tertinggi disebabkan oleh *screw cap* miring sebanyak 105,363 botol dengan persentase 47.08%, selanjutnya botol gompel 84,822 botol dengan persentase 37.9%, dan NG Label sebanyak 33,628 botol dengan persentase 15.02% dari keseluruhan produk *reject* yang dihasilkan. Tiga faktor terbesar penyebab produk *reject* berasal dari Metode, Mesin, dan Material. Berdasarkan perhitungan, didapatkan nilai DPMO sebesar 4,661 dan nilai *Sigma* sebesar 4,1 *Sigma*. Hal ini menunjukkan bahwa pengendalian kualitas di PT Tirta Investama Departemen *Beverage* dapat dikatakan sudah berjalan dengan cukup baik.

Kata Kunci : *Reject, Six Sigma, DMAIC.*

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## **ABSTRACT**

### ***Analysis Quality Improvement To Reduce Total Of Rejects On Mizone Products In PT. Tirta Investama With Six Sigma Method***

*Tirta Investama Co.Ltd is a manufacturing company engaged in food and beverage. In his company, Tirta Investama Co.Ltd has a Beverage department with Mizone products which is one of the superior products because it contributes as a significant contributor to the company's profit. Tirta Investama Co.Ltd maintains the quality of products to maintain customer satisfaction and ability to compete against competitors. To find out how far the quality control of Mizone products in Tirta Investama Co.Ltd then used Six Sigma method with 5 stages in it namely DMAIC (Define, Measure, Analyze, Improve, Control). There are three potential Critical To Quality (CTQ) that cause the Mizone product to be rejected ie Neck Bottle, Screw cap tilt, and NG Label. The highest reject was caused by tilting screw cap of 105,363 bottles with percentage of 47.08%, then neck bottle 84.822 bottle with percentage 37.9%, and NG label 33,628 bottles with 15.02% percent of the total reject product produced. The three biggest factors that cause reject products come from methods, machines, and materials. Based on the calculation, obtained DPMO value of 4.661 and Sigma value of 4.1 Sigma. This result shows that quality control in PT Tirta Investama Beverage Department can be said to have been running well enough.*

*Keywords : Reject, Six Sigma, DMAIC.*

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