

ABSTRAK

Transportasi udara bisa dibidang sebagai moda transportasi paling aman. Setiap maskapai penerbangan harus peduli dengan kualitas udara untuk mempromosikan keselamatan penerbangan. Dalam hal ini, perawatan pesawat secara teratur diperlukan. PT GMF AeroAsia Tbk merupakan salah satu perusahaan maintenance, repair and overhaul (MRO) terbesar di Indonesia. Namun, tidak dapat disangkal bahwa *cost of poor quality* (COPQ) dalam hal perawatan, terutama layanan perawatan pesawat. Pada tahun 2021, *Wide Body Maintenance* mencatat ada 55031,065 jam *sliding manhours* selama perawatan pesawat. Dengan munculnya COPQ, penelitian ini bertujuan untuk mengidentifikasi COPQ tertinggi dan penyebab COPQ, serta menyarankan perbaikan menggunakan metode DMAIC (*Define, Measure, Analyze, Check*). Berdasarkan hasil perhitungan dengan Pareto chart diketahui bahwa COPQ tertinggi dari faktor organisasi adalah 48%, dan terdapat 13 penyebab dan 6 penyebab utama untuk memprioritaskan perbaikan. Saran perbaikan yang dapat dilakukan kepada perusahaan adalah sebagai berikut : Sharing season dengan atasan, bawahan dan manajer, pengecekan *plan manhours* pada *jobcard* dengan menggunakan metode FIFO (*First In, First Out*), memberikan *report* dan *reminder* agar konsisten dan disiplin untuk *stop barcoding* sebelum istirahat, sebelum dan sesudah bekerja.

Kata Kunci: kualitas; *critical to quality*; *Defect Per Million Opportunities (DPMO)*; *Level Sigma*; *Cost of poor quality*; *Proses maintenance*; *six sigma*; DMAIC; RCFA



ABSTRACT

Air transportation is arguably the safest mode of transportation. Every airline should be concerned with air quality to promote flight safety. In this case, regular maintenance of the aircraft is required. PT GMF AeroAsia Tbk is one of the largest maintenance, repair and overhaul (MRO) companies in Indonesia. However, it cannot be denied that there is a cost of poor quality (COPQ) in terms of maintenance, especially aircraft maintenance services. In 2021, Wide Body Maintenance recorded 55031,065 sliding manhours during aircraft maintenance. With the advent of COPQ, this study aims to identify the highest COPQ and causes of COPQ, and suggest improvements using the DMAIC (Define, Measure, Analyze, Check) method. Based on the results of calculations using the Pareto chart, it is known that the highest COPQ of organizational factors is 48%, and there are 13 causes and 6 main causes to prioritize improvement. Suggestions for improvement that can be made to the company are as follows: Sharing season with superiors, subordinates and managers, checking plan manhours on jobcards using the FIFO (First In, First Out) method, providing reports and reminders to be consistent and disciplined to stop barcoding before taking a break , before and after work.

Keyword: *Quality critical to quality; Defect Per Million Opportunities (DPMO); Level Sigma; Cost of poor quality; process maintenance; DMAIC; RCFA; MRO; aircraft maintenance*

