

ABSTRACT

Problems that often occurred on PT. Mazebah Saroha are significant number of costs from defective products that resulting waste. This study aims to help the company in achieving standard quality that has already been defined and decrease waste from defective products.

The method that has been used to increase the quality on PT. Mazebah Saroha is seven tools. There are 7 analysis tools in seven tools method, i.e, flow chart, check sheet, histogram, control chart, scatter diagram, pareto chart, fish-bone diagram. Flow chart serves to show production flow on PT. Mazebah Saroha so that the next analysis process can be facilitated. Check sheet and histogram serves to present comprehensive data of defective products based on their type of defects. Control chart scatter diagram serves to show whether some taken variables have connection on each other. Pareto chart serves to show which types of defective product are the most dominant so that some precaution can be done. Fish bone diagram serves to help find the factors that cause the occurrence of defective products.

Control chart shows that there are 11 points outside the determined control limits. This can prove that there are still much needed improvements on PT. Mazebah Saroha's quality control. Through pareto chart, improvements is done to defective products. Result from pareto chart shows that the most dominant type of defects on PT. Mazebah Saroha are striped and broken papers. If PT. Mazebah Saroha focus their quality improvements to both type of defects, it will indirectly improve overall product defects. The last one is find out what factors that are causing defective products on PT. Mazebah Saroha. The analysis result of fish-bone diagram using factor analysis found that there are 5 factors that are causing defective products on PT. Mazebah Saroha, i.e., professionalism, production support factors, a good working atmosphere, production process control, and production method. Factors that have been formed by the method of analysis factor is then compiled graphically using fish-bone diagram to ease the handling of defective products on PT. Mazebah Saroha.

Keywords: Quality, Defect Product, Seven Tools.