ABSTRACT

Quality Improvement Analysis at PT Sariwangi AEA
Seta Rukmalasari Agustina

The purposes of this study were (1) to identify the causes of loss process in tea packaging production at PT Sariwangi AEA, and (2) to formulate alternative solution to reduce the loss. Descriptive method was used in this study through case study approach. Primary and secondary data were analyzed using flowchart diagram, fishbone diagram and verified by ANOVA and process capability index. Whereas alternative solution and its priority were formulated using solution tree and Quality Function Deployment Solution.

The study showed that personnel, machine, method and environment factors were the causes of the production loss. Using Pairwise comparison, personnel and machine factors were identified as the main causes of the loss. The index capability process result indicated that the production process was not able to meet the requirement specified. Alternative actions to be taken in order to reduce the loss process were (1) adjustment of tea volume metrix, (2) training for machine operator, (3) machine maintenance, (4) replacement of machine sparepart, (5) personnel empowerment.