

ABSTRACT

The approach taken in this study is six sigma. The method used is DMAI that define, measure, analyze and improve. Define phase carried out with determination of CTQ. Then the measure phase is done measurement of process stability and process capability. Furthermore, at analysis stage there is unsymmetrical printing output as critical defect and analyzed using fishbone diagram. In the improve phase proposed improvements for minimizing or relieving cause of defect.

CV. MMP is a manufacturing company that specialized in printing various types of plastics used as food packaging. One of the products manufactured is produk PP (ukuran 15cm x 30cm). In the production process, produk PP (ukuran 15cm x 30cm) often have defects that exceed the tolerance limit of the company in the amount of 1%.

Proposed improvements are procurement racks for raw materials storage and making display for each size of raw materials at racks.

Keywords: CTQ, Six Sigma, DMAI