ABSTRACT

PT Agronesia is local companies that has production division rubber technique that is Inkaba, Inkaba defines quality as one of the attractions for consumers which is very influential in purchasing decisions. Currently Inkaba still has problems that is the existence of quality rubber products Rubber Bellow do not conform to specifications.To cope with the number of defect percent at 12,11%, which is outside the companyôs target at 5%,it is necessary to improve quality.

According to existing problems, the researcher tried to reduce the number of defects with one of the methods of Six Sigma quality control. Six Sigma is a method that continuously strive to reduce waste by achieving perfection 3.4 DPMO. The steps in the implementation of Six Sigma are Define, Measure, Analyze, Improve, Control (DMAIC), which in this experiment is only done to improve step. At define step, identified factors that influence the quality of Rubber Bellow products is done, then in measure step quality performance measurement at the output level. Once existing conditions measured, then proceed with the next step that is analyze, this step will analyze the stability and process capability and sources of causes of defects in products Rubber Bellow and on the improve step will be given technical and process improvement proposed for minimizing the incidence of defects Rubber Bellow on the product.

Based on measurements made using quality data from January 2009 - May 2010, it is known today has the capability to process DPMO 18462.27. From the observation that the situation is not stable yet found that there are four potential CTQ Rubber Bellow on the suitability of the product shape, the surface of the product, product density, product maturity. Of the four factors there are seven types of defects are: tongue stuck, short, Rough Surfaces, No Brand, UT, Crude Agency, Fast Bake. After that unknown factors - the causes defect of the factor method, man, material, machine, environment are proposals obtained for technical improvements with the addition of facilities such as machines, lamps etc. and management processes improvement with increased oversight from the foreman and the addition of HRD programs.

Keyword : Quality Management, Six Sigma, CTQ