

ABSTRACT

CV. Lubuk Agung is one of the companies that participate coloring of books in Indonesia, both in terms of publishing and printing of books. Until now, the company is still faced with the problems of quality, namely the number of defects in the print of mass printing processes identified defects exceeds the tolerance limit set by the company for 5% of the total prints produced 3,500 copies of each title of the book is marketed and problems occurred at Printing on Book Content Workstation. So far, the company has made efforts towards improvement of the quality problems, but efforts still have not made a positive impact on decreasing the number of defects produced.

To overcome the problems of the handicapped, the use of Six Sigma methods in research that aims to minimize the number of defects can be produced in mass printing process, so it is no longer exceed the tolerance limits specified defects. The study was conducted with four stages, namely Define, Measure, Analyze, and Improve. In the Define phase of observation and mapping production processes through SIPOC diagram and identifying the Critical to Quality (CTQ) and CTQ Potential. At the stage of data collection CTQ Measure Potential (defects) and the measurement of process capability (DPMO and sigma level) and the stability of the process on the existing condition of the company. In the Analyze phase analysis of the causes of defects with the use of the fishbone chart. In addition to the use of FMEA which aims to identify the causes of defects are considered to be dominant on the problem that the number of defects exceeds the tolerance limit of the mass printing process. Improve performed on stage proposal submission form improvements focused on the dominant cause of disability, with the application of TRIZ as a reference method in an effort to effectively repair proposal to the company.

Keywords: Print Defect, Critical to Quality, Six Sigma, Dominant Cause, TRIZ