

ABSTRACT

PT. Dirgantara Indonesia is a company that has an important role in the aviation industry. PT. Dirgantara Indonesia is undergoing a transition period from AS9100 revision C to revision D to improve a quality management system which is better yet. To be able to implement AS9100 Revision D PT. Dirgantara Indonesia must fulfill the entire requirement on each clause that composed it. One of the clauses contained in the AS9100 Revision D is clause 8.7 Control of Nonconforming Outputs, where in this clause is written that organizations or companies must ensure that the output is not in accordance with the requirements of identified and controlled to prevent unauthorized use or a shipping accident. But from the results of audits conducted by the internal auditor there is still some obstacles in the implementation of AS9100 quality management system at the Department of machining that is found some nonconformities that occurred which is workflow process does not fit that could hinder the operation of the production process, and can reduce the effectiveness ongoing process. From the results of the research will be conducted on improvement design of machining processes and controlling the nonconformity which is obtained from the results of the gap between actual conditions with the requirements of AS9100 Revision D in clause 8.7 Control of Nonconforming Outputs. Then make improvement form results of the design using Business Process Improvement (BPI) method for each activity and given the proposals using the tools in the stages Apply Improvement Technique. This research resulted in the proposal of machining processes and procedures of control nonconforming outputs in machining department in the form of SOP as a guide in the conduct of the process of machining and control of nonconforming outputs as well as proven to be more efficient because of simplifying or reduction the complexity process that can facilitate and assist Management Representative to evaluating and controlling Nonconformity.

Keywords: Control of Nonconforming Outputs, AS9100 Revision D, Business Process Improvement, Gap Analysis, Standard Operating Procedure.