ABSTRACT

*CV. Marassabessy is a manufacturing company engaged in the production of leather shoes. One of the products produced is Epsilon shoes. In producing shoes, starting from the process of preparing raw materials to the packaging process, there are still defective products produced. The types of defects identified during the production process are damaged leather, untidy stitches, and shaded logos. From the production data in 2019 there are products with an average defect of 5% with a sigma value of 3.860 and a DPMO of 9331.267. The existence of a product defect is caused by an unfulfilled CTQ. The focus of this research is to make improvements to the process that has the most problems or it can be said that the process that does not meet the CTQ at most is the upper process. This study uses the six sigma method with the DMAI approach. At the define stage, problem identification is carried out by identifying the stages of the process and what requirements must be met in each process. The next step is measuring, measuring the stability and process capability. The analyze stage contains root cause analysis using fishbone diagrams, 5 Whys analysis and FMEA. After determining the priority of the problems to be repaired, then the improve stage is carried out to design proposed improvements, namely making a poka yoke at the stage of the logo printing process and visual display at the stage of the pattern sewing process.Keywords— [**Brodo Shoes, Six Sigma, Upper Process, Defect, DPMO, Visual Display, Poka Yoke**]*