

ABSTRACT

VISVAL is a brand under the auspices of PT. Niaga Karya Kreatif from Bandung and specialized in manufacture of bags. One of the products produced is a waist bag type. Based on company data for the period January 2020 to January 2021, there were 2692 defective products of waist bag with an average percentage of waist bag defect products is 12%. This exceeds the tolerance set by the company, which is 10%. The types of defects that occur are incorrect label results, unstitched crotons, not attached webbing straps, damaged fabrics, stains, inappropriate zippers, and loose stitches. The emergence of product defects is due to the critical to quality (CTQ) that is not met. The focus of the discussion in this research is to make improvements to the process that has the most problems or it can be said that the most do not meet the CTQ process, namely the labeling process. This study uses the DMAI (Define, Measure, Analyze, Improvement) approach to overcome the problem. It begins with the define stage, which is to identify the flow or stages of the production process and what requirements must be met by each process. Followed by the measure stage which is carried out by calculating the stability and process capability which aims to determine the performance of the company's production process. The next step is analyze, which is to analyze the problem using a fishbone diagram and 5 why's analysis. After that, the improve stage was carried out, namely providing suggestions for improvements based on the priority results from the identified FMEA calculations. Proposed improvements were obtained for the problems that occurred, including producing work instruction designs, adding auxiliary tools, and designing computer embroidery machine maintenance documents, so that it is hoped that this design can minimize or even eliminate the types of defects that result from labels that are not in accordance with the provisions and untidy stitches. .

Keywords— *waist bag, defect, labelling process, DMAI, CTQ*