

ABSTRACT

CV. Boga Rama Sejahtera is a company engaged in the food industry that produces Surabaya souvenir bluder bread. CV. Boga Rama Sejahtera was established in 2020 and is located in Surabaya. And has more than 5 outlets. With several distributors of bread bluder, CV. Boga Rama Sejahtera will produce bread bluder according to the demand from each of its outlets spread around Surabaya. However, historical data shows that from January to September 2023 there are still quite a lot of unmet demands. This is because there are still many percentage of product defects that are not in accordance with the company's standards of 2%. The defects found from the observation results consisted of four types of defects, namely torn bread, bread not rising, uneven level of ripeness and the bottom surface of torn bread, with the highest type of defect found being torn bread and bread not rising by 38% and 34% of the total defects found. This is because the mixing process time 2 is too fast causing the bread not to rise and the mixing process time 2 which is too long causes the bread to tear which is caused by human error caused by the operator lifting the dough too fast or too long from the mixing machine because the operator does not know exactly the appropriate mixing process time 2. Therefore, to solve this problem, a supporting tool was made to prevent human error in the mixing process 2 using the pokayoke method. It was obtained that the design of the supporting device has a feature of a process time timer of 18 minutes and an additional time of 1 minute, there is a warning indicator in the form of an alarm, has an automatic cut off feature, a process time display, an input button and a power button, uses ABS material and has a product dimension of 0.2 x 0.1 x 0.3 m which is expected to prevent human error in the mixing process 2.

Keyword: *Defect, Pokayoke, Quality Function Deployment, Human error*