

ABSTRACT

To produce high-quality products, companies must ensure that the production process runs efficiently, reliably, and consistently. PT. Citra Abadi Sejati is a garment industry company that produces finished products such as jackets. During the production process from January 2022 to October 2023, the percentage of defective products exceeded the tolerance limits set by the company. This study aims to apply the DMAI (Define, Measure, Analyze, Improve) method to evaluate and identify problematic stages in the production process. In the Define phase, the product's Critical to Quality (CTQ) aspects, production quantities, and defect frequency were identified. In the Measure phase, measurements were taken to determine the condition of the production process during the period. The Analyze phase involved analyzing the root causes of unmet CTQ processes. And finally, in the improve phase, a visual display design using visual management is developed, focusing on the sewing process. The goal of the visual display design is to enable operators to perform self-checks, thereby minimizing recurring defects in the sewing process. The outcome of this design is a visual display containing self-check information and images showing results that operators should follow and avoid.

Keywords – *defect, DMAI, sewing process, visual management*