

ABSTRACT

PT. XYZ is a company engaged in the production of telecommunication infrastructure components, one of which is the KWH panel box that functions to protect electrical installations. During the production period from January to December 2024, a recurring problem was identified in the form of consistent product defects each month. The coating process was recorded as the stage contributing the highest number of defects, with sagging being the most dominant type. This study aims to reduce sagging defects by proposing the design of a hanging auxiliary tool using the Quality Function Deployment (QFD) method. The result of this research is a tool design that can maintain the box panel in a stable and upright position during the coating process, thereby minimizing the risk of repeated sagging defects. The recommended material for the tool is aluminum, with dimensions of 260 mm in length, 150 mm in width, and 350 mm in height. The design also includes a locking feature using a knurled knob clamp to ensure strength and safety during the coating process. This research is expected to serve as a reference for the company in designing and implementing an optimal hanging tool to improve the quality of the final product.

Keywords: Defect, Box Panel, Coating, QFD