ANALISIS PENGENDALIAN KUALITAS PRODUK KULKAS PADA LINI *URETHANE CABINET* DENGAN METODE *QUALITY CONTROL CIRCLE* DI PT PMI

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ABSTRAK

Pengendalian kualitas suatu produk penting bagi perusahaan dalam memenangkan persaingan di dunia bisnis. Keberhasilan PT PMI dalam menjaga eksistensinya tidak hanya berdasarkan seberapa besar tingkat produktivitasnya tetapi juga mempertahankan kualitas produk dimata para pelanggan. Tujuan dilakukan penelitian ini yaitu melakukan identifikasi cacat yang paling dominan, mengetahui faktor cacat, model hubungan antara penyebab *kecacatan* dengankecacatan, serta cara meminimalisir terjadinya kecacatan pada lini *urethane cabinet* di PT PMI. Melalui metode *Quality Control Circle* dan pendekatan PDCA hasil penelitian ini mengidentifikasi cacat *inner liner* keriput sebagai cacat yang paling dominan dengan persentase 41,74%. Melalui analisis regresi linear berganda, faktor yang mempengaruhi cacat adalah faktor mesin, metode, material, manusia dan lingkungan. Hasil model regresi linear berganda yang memiliki persamaan Y= – 7,946 + 0,514 X1 + 0,372 X2 + 0,390 X3 + 0,533 X4 + 0,759 X5 dengan nilai R Square senilai 0,727. Dalam upaya meminimalisir cacat, terdapat perbaikan yang tepat dan divalidasi oleh expert dengan melakukan pembuatan sistem pengaturan *setting heater* mesin *vacuum forming* agar tekanan suhu sesuai standar, melakukan perawatan rutin pada Jig, menyempurnakan SOP perawatan Jig, membuat pelatihan tenaga kerja, melakukan pemeriksaan material *inner liner* dengan *checklist sheet* agar sesuai standar perusahaan, serta menghasilkan lingkungan kerja yang baik dan nyaman.

Kata Kunci: *Defect, Quality Control Circle*, PDCA, metode *seven tools*

ANALYSIS OF REFRIGERATOR QUALITY CONTROL IN URETHANE CABINET LINE WITH CIRCLE QUALITY CONTROL METHOD AT PT PMI

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ABSTRACT

Quality control of a product is important for companies to win the competition in the business world. The success of PT PMI in maintaining its existence is not only based on how much productivity but also maintaining product quality in the eyes of customers. The purpose of this research is to identify the most dominant defects, determine defect factors, model the relationship between the causes of defects and defects, and how to minimize the occurrence of defects in the urethane cabinet line at PT PMI. Through the Quality Control Circle method and PDCA approach, the results of this study identified the wrinkled inner liner defect as the most dominant defect with a percentage of 41.74%. Through multiple linear regression analysis, the factors that influence defects are machine, method, material, human and environmental factors. The results of the multiple linear regression model have the equation Y = -7.946 + 0.514 X1 + 0.372 X2 + 0.390 X3 + 0.533 X4 + 0.759 X5 with an R Square value of 0.727. In an effort to minimize defects, there are improvements that are appropriate and validated by experts by making a system for setting the vacuum forming machine heater setting so that the temperature pressure is according to the standard, performing routine maintenance on the Jig, perfecting the Jig maintenance SOP, making labor training, checking inner liner material with a checklist sheet to meet company standards, and producing a good and comfortable work environment.

***Key words**: Defect , Quality Control Circle, PDCA, seven tools method*