

Quality Control of Disabled Products in PT. XYZ with Cause-and-Effect Diagram

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Abstract

The purpose of this study is to determine the types and factors - factors that cause disability in the production process and provide advice to reduce the number of defective products in PT. XYZ so that companies are not lost income. Problems found at PT. XYZ that is an increasing percentage of defective products from 2014 to 2016, which resulted in the company suffering losses. The method used in this research is the cause-and-effect method to process data, analyze, and find the solution to the problem happened. The results can state that three types of defects are cracked when gangsaw, crack at delivery, and the wrong size. And four factors that cause the machine, human, method, and raw materials. Results. Therefore, the company is advised to take quality improvement measures by conducting regular machine maintenance, training employees, and strictly supervising the production process. If the action is well-executed, the company can reduce the number of defective products.

Keywords

Cause and Effect Diagram, Quality Management, Product Defects, Descriptive Research, Cross-Sectional Time Horizon.

Biographies

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