ABSTRACT

Analysis Of Loss Production With Total Quality Management Approach
Case Studies In PT. Metiska Farma

Ria Yulinda Sari

The purposes of this research were (1) to identify the cause of loss process in the packing production at PT. Metiska Farma, and (2) to formulate alternative solution to reduce the loss. Descriptive method was used in this study through case study approach. Primary and secondary data were analyzed using Flowchart diagram, Fishbone diagram, Pareto chart, and verified by Control chart and Process Capability Index. Where as alternative solution and its priority were formulated using Solution Tree and Quality Function Development Solution.

The research showed that Measurement, Machine, Personal and Material factors were the cause of the production loss. Using pairwise comparison, Measurement, Machine, Personal factors were identified at the main causes of the loss. The index capability process result indicated that the production process was not able to meet requirement specified. Alternative actions to be taken in order to reduce the loss process were (1) validate, calibration and machine adjustment, (2) training for machine operators, (3) machine maintenance, (4) replacement of the machine sparepart, (5) personel empowerment.

Key word: Total Quality Management, Quality Control, Process Capability Index