

## ABSTRAK

PT. Ginsa Inti Pratama, adalah suatu perusahaan yang memproduksi seperti: *Self Drilling Screw, Drywall Screw, Rivet, Furniture Screw, Tapping Screw, Bicycle Part, Euro Screw, Special Screw, Furniture Hi Lo Screw, Bolts, Chipboard Screw, Automotive Screw* yang sistem produksinya berdasarkan *make to order*. Untuk menilai kualitas produk yang dihasilkan dilakukan penelitian berkaitan dengan cacat yang terjadi pada produk *Bolts* dengan metode *six sigma*. Metode ini secara sistematis terdiri dari tahapan DMAIC. Pada tahap awal menggunakan diagram SIPOC merupakan suatu diagram yang mengidentifikasi elemen sistem produksi perusahaan meliputi *Supplier, Input, Process, Output, Customer*. Cacat produk terbesar pada proses produksi *Bolts* yaitu cacat dimensi dengan jumlah cacat sebesar 442 pcs dengan persentase 59,5% dari keseluruhan cacat yang terjadi pada bulan Juni - Juli 2020. Selanjutnya perhitungan berdasarkan hasil pengumpulan dan pengolahan data diperoleh *level sigma* rata-rata keseluruhan sebesar 3,6994, hal ini menunjukkan perusahaan belum secara maksimal menerapkan pengendalian kualitas dengan baik. Setelah dilakukan implementasi prioritas perbaikan terjadi peningkatan sigma level menjadi 3,8457, yang menunjukkan bahwa terjadi peningkatan kualitas dan performansi pada PT. Ginsa Inti Pratama.

**Kata Kunci:** *Bolts, SIPOC, CTQ, Six sigma, DPMO, FMEA.*

## **ABSTRACT**

*PT. Ginsa Inti Pratama, is a company that produces such as: Self Drilling Screw, Drywall Screw, Rivet, Furniture Screw, Tapping Screw, Bicycle Part, Euro Screw, Special Screw, Furniture Hi Lo Screw, Bolts, Chipboard Screw, Automotive Screw whose production system based on make to order. To assess the quality of the resulting product, a study was carried out related to defects that occurred in Bolts products using the six sigma method. This method systematically consists of DMAIC stages. At the initial stage using the SIPOC diagram is a diagram that identifies elements of the company's production system including Suppliers, Inputs, Processes, Outputs, Customers. The biggest product defect in the Bolts production process is a dimensional defect with a number of defects of 442 pcs with a percentage of 59.5% of the total defects that occurred in June - July 2020. Furthermore, calculations based on the results of data collection and processing obtained an overall average sigma level of 3,6994, this shows that the company has not maximally implemented quality control properly. After the implementation of the priority improvements, there was an increase in the sigma level to 3.8457, which indicates that there was an increase in quality and performance at PT. Ginsa Inti Pratama.*

**Keyword: Bolts, SIPOC, CTQ, Six sigma, DPMO, FMEA.**