## ABSTRACT

PT XYZ is a company engaged in the footwear industry. This company produces skate shoes, running shoes and sandals. Based on the products produced at this company, the largest amount of production is in skate shoes. In the period January 2016 - December 2018 skate shoes produced a product of 8,684,776 pairs. Skate shoes are divided into several types, namely types S1, S2, S3, and S4. The type of shoe type S1 produced the most was 5,361,568 pairs and the total defect produced was 81,143 pairs with a percentage of 1.51%. Total deformation type S1 skate shoes are divided into 2 parts, namely upper and lower parts of the defect. The number of defects for upper shoes is 70,893 pairs with a percentage of 87.5% while for the bottom defects is 10,250 pairs with a percentage of 12.5%. Therefore the company must immediately make improvements to avoid adverse waste for the company. With good and correct quality control, we will get products that can meet the desires of consumers. From the data above, the data is processed using quality tools such as Full Maps, Fishbone Diagrams, Matrix Diagrams, and FMEA tables. The results of the analysis of the two biggest defects in the manufacture of upper type S1 skate shoes are defective meleber and broken stitching. But the resulting defect is still within the control limits. The highest RPN for melting defects has a value of 294 while broken stitching defects have the highest RPN worth 252.

Keywords: Upper Shoes, Defect, FMEA (Failure Mode and Effect Analysis)

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