

Peningkatan Kualitas Produk Fast-Moving Consumer Goods Menggunakan Metode Six Sigma = Quality Improvement of Fast-Moving Consumer Goods Products Using the Six Sigma Method

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Abstrak

Penyediaan produk yang berkualitas merupakan hal penting yang perlu menjadi fokus dan tujuan perusahaan di industri mana pun, termasuk industri produk Fast-Moving Consumer Goods (FMCG). Terlebih lagi, industri FMCG sedang mengalami kenaikan volume penjualan secara global. Namun, sebuah perusahaan FMCG di wilayah Tangerang sedang mengalami masalah mengenai penyediaan produk berkualitas yang memenuhi kepuasan pelanggan. Salah satu produknya, yaitu sabun cuci piring, mengalami peningkatan biaya rework produk cacat secara drastis dibandingkan bulan-bulan sebelumnya. Oleh karena itu, identifikasi akar permasalahan cacat produk diperlukan agar tingkat kecacatan pada proses produksi dapat dikurangi. Penelitian ini menerapkan konsep six sigma dengan mengikuti alur metode Define, Measure, Analyze, Improve, dan Control (DMAIC) untuk membantu mencari akar masalah dan merancang perbaikan proses produksi yang relevan. Hasil penelitian menunjukkan bahwa akar dari masalah yang ada yaitu kurang telitnya operator saat mengoperasikan panel HMI untuk melakukan aktivitas pencampuran bahan baku cairan sabun, kelalaian operator dalam mengikuti alur kerja, dan mesin penunjang aktivitas yang tidak beroperasi dengan benar. Berdasarkan hal tersebut, diberikan rekomendasi berupa modifikasi tampilan panel Human-Machine Interface (HMI), pelatihan operator, serta pengecekan mesin secara berkala. Melalui rekomendasi yang diberikan, diharapkan tingkat produksi barang cacat dapat berkurang.

.....Delivery of quality products is an important matter that needs to be the focus and goal of companies in any industry, including the Fast-Moving Consumer Goods (FMCG) industry. Especially, FMCG industry is experiencing an increase in sales volume globally. However, an FMCG company in the Tangerang area is experiencing problems regarding providing quality products that meet customer satisfaction. One of its products, namely dishwashing liquid, experienced a drastic increase in the cost of reworking defective products compared to previous months. Therefore, identification of the root causes of product defects is necessary so that the level of defects in the production process can be reduced. This study applies the six sigma concept by following the Define, Measure, Analyze, Improve, and Control (DMAIC) method to help identify root causes and design relevant production process improvements. The results showed that the root of the problem was the operator's uncarefulness when operating the HMI panel to carry out the activity of mixing the raw materials for dishwashing liquid, the operator's negligence in following the workflow, and the supporting machines that did not operate properly. Based on this, recommendations are given in the form of modifying the appearance of the Human-Machine Interface (HMI) panel, operator training, and periodic machine checks. Through the recommendations given, it is expected that the level of production of defective goods can be reduced.