

ABSTRAK

Cacat pada kemasan produk air minum menjadi salah satu permasalahan yang dapat memengaruhi kualitas dan kepuasan pelanggan. Penelitian ini bertujuan untuk mengidentifikasi jenis cacat, faktor penyebab, serta memberikan usulan perbaikan terhadap cacat kemasan produk air minum kemasan 220 ml. Berdasarkan hasil analisis diagram pareto, ditemukan dua jenis cacat utama, yaitu lid bocor sebanyak 127 kasus dan cup rusak sebanyak 27 kasus. Berdasarkan grafik peta kendali P pada cacat lid bocor diperoleh nilai CL 0,010, UCL 0,012, dan LCL 0,007. Grafik peta kendali P cacat cup rusak diperoleh CL 0,002, UCL 0,003, dan LCL 0,000. Berdasarkan analisis diagram *fishbone* diketahui faktor penyebab cacat ini meliputi faktor manusia, material, metode, dan mesin. Kurangnya keterampilan operator, kualitas material yang tidak sesuai standar, metode kerja yang tidak optimal, serta kinerja mesin sealing cup yang kurang baik menjadi penyebab utama cacat tersebut. Untuk mengatasi masalah ini, disarankan pemberian pelatihan kepada operator guna meningkatkan kompetensi, serta melakukan *maintenance* rutin pada mesin sealing cup agar kinerjanya tetap optimal. Langkah ini diharapkan dapat menurunkan jumlah cacat dan meningkatkan kualitas produk.

Kata kunci : Cacat kemasan, lid bocor, cup rusak, pelatihan operator

ABSTRACT

Defects in the packaging of bottled drinking water products are one of the issues that can affect quality and customer satisfaction. This study aims to identify the types of defects, their causal factors, and propose improvements to packaging defects in 220 ml bottled drinking water products. Based on Pareto diagram analysis, two main types of defects were identified: lid leakage with 127 cases and damaged cups with 27 cases. From the P control chart for lid leakage defects, the CL value was 0.010, UCL 0.012, and LCL 0.007. The P control chart for damaged cup defects showed a CL value of 0.002, UCL 0.003, and LCL 0.000. Based on fishbone diagram analysis, the causal factors of these defects include human factors, materials, methods, and machines. Lack of operator skills, substandard material quality, inefficient work methods, and suboptimal performance of the cup sealing machine are the main causes of the defects. To address these issues, it is recommended to provide training for operators to enhance their competencies and conduct regular maintenance on the cup sealing machine to ensure optimal performance. These steps are expected to reduce the number of defects and improve product quality.

Keywords : Packaging defects, lid leakage, damaged cups, operator training.