

ABSTRAK

Kualitas menunjukkan adanya hubungan yang saling berkaitan secara dinamis untuk mengatur proses produksi, manusia, produk yang dihasilkan, serta lingkungan yang digunakan dalam fasilitas untuk memenuhi kebutuhan. PT. Karya Mekar Dewatamali, sebuah perusahaan manufaktur yang bergerak di bidang industri pembuatan *golf bags*. Perusahaan memiliki permasalahan yaitu kecacatan produk pada jenis *golf bags*. Kecacatan produk ialah jahitan jebol, jahitan terselip, aksesoris lepas, dan tidak ada label. Penelitian ini dilakukan untuk mengetahui penyebab cacat produk dan mencari alternatif usulan perbaikan agar meminimalisir kecacatan produk *golf bags*. Metode yang digunakan selama penelitian ialah *Statistical Quality Control* (SQC) dan *Analytical Hierarchy Process* (AHP). Berdasarkan metode SQC pada dapat diketahui jenis kecacatan prioritas ialah jahitan terselip. *Tools interrelationship diagram* penyebab permasalahan ialah material yang bermasalah sehingga berdampak pada pekerja kelelahan. Alternatif usulan perbaikan berdasarkan pembobotan yang memiliki *score* tertinggi ialah meningkatkan pengawasan guna menerapkan kedisiplinan kerja bagi para pekerja.

Kata Kunci : *Statistical Quality Control, Analytical Hierarchy Process, Quality Tools, Pengendalian Kualitas.*

ABSTRACT

Quality indicates the existence of dynamically interrelated relationships to regulate production processes, people, products produced, and the environment used in facilities to meet needs. PT. Karya Mekar Dewatamali, a manufacturing company engaged in the golf bags manufacturing industry. The company has a problem, namely product defects in the type of golf bags. Product defects are broken stitches, tucked stitches, loose accessories, and no labels. This research was conducted to find out the causes of product defects and to look for alternative suggestions for improvement in order to minimize product defects of golf bags. The methods used during the research were Statistical Quality Control (SQC) and Analytical Hierarchy Process (AHP). Based on the SQC method, it can be seen that the priority type of defect is a tucked seam. The tools interrelationship diagram that causes the problem is the problematic material which has an impact on worker fatigue. An alternative suggestion for improvement based on the weighting that has the highest score is to increase supervision in order to apply work discipline to workers.

Keywords: *Statistical Quality Control, Analytical Hierarchy Process, Quality Tools, Quality Control.*