

ABSTRAK

UD. Sumber Rejeki merupakan Usaha Mikro Kecil Menengah (UMKM) yang berada di wilayah Tanggulangin bergerak dalam bidang produksi tas tenteng wanita dan sering mengalami cacat produk berupa potongan tidak sesuai ukuran serta jahitan kurang rapi. Terdapatnya cacat produk tersebut tentunya tak lepas dari kinerja operator, dimana operator memiliki peranan penting terkait keberlangsungan proses produksi dan juga kualitas produk yang dihasilkan. Namun operator juga memiliki keterbatasan, sehingga ketika melakukan aktivitasnya juga dapat melakukan kesalahan (*human error*). Metode yang tepat untuk mencegah *error* selanjutnya dapat menggunakan metode *Human Error Assesment and Reduction Technique* (HEART). Berdasarkan penelitian dan perhitungan menggunakan metode HEART dapat diketahui aktivitas yang memiliki kemungkinan *human error* tertinggi yaitu pada departemen pemotongan, lebih tepatnya pada operasi 2.4 dengan aktivitas menghitung ukuran bahan dan 2.7 memotong sesuai ukuran bahan memiliki nilai *Human Error Probability* terbesar dengan nilai 0,31647 dan 0,44669.

Kata Kunci : *Human Error*, *Hierarchical Task Analysis*, dan HEART

ABSTRACT

UD. Sumber Rejeki is a Micro, Small and Medium Enterprise (UMKM) located in the Tanggulangin area which is engaged in the production of women's carry-on bags and often experiences product defects in the form of pieces that do not fit the size and stitches are not neat. The presence of product defects is certainly inseparable from the performance of the operator, where the operator has an important role related to the continuity of the production process and also the quality of the product produced. However, operators also have limitations, so that when carrying out their activities they can also make mistakes (human error). The right method to prevent further errors can use the Human Error Assessment and Reduction Technique (HEART) method. Based on research and calculations using the HEART method, it can be seen that the activity that has the highest possibility of human error is in the cutting department, more precisely in operation 2.4 with the activity of calculating the size of the material and 2.7 cutting according to the size of the material having the largest Human Error Probability value with a value of 0.31647 and 0,44669

Keywords: Human Error, Hierarchical Task Analysis, and HEART

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