

ABSTRAK

Perusahaan *furniture* PT Romi Violeta merupakan perusahaan yang memproduksi berbagai macam jenis *furniture* seperti meja, kursi, laci, almari, tempat tidur, cermin. Berbagai macam jenis *furniture* yang diproduksi PT Romi Violeta merupakan produk ekspor yang bekerja sama dengan pihak perhotelan, sehingga mereka harus mempertimbangkan kualitas dari produk mereka. Proses produksi di PT Romi Violeta telah dilaksanakan dengan baik, pada kenyataannya masih seringkali ditemukan ketidaksesuaian produk yang dihasilkan dengan yang diharapkan, atau produk yang dihasilkan mengalami kerusakan. Kecacatan *furniture* setelah dilakukan analisis menggunakan diagram *fishbone* yang meliputi faktor mesin, faktor operator, faktor lingkungan, faktor alat, faktor metode, faktor material diperoleh hasil bahwa faktor yang paling dominan menyebabkan kecacatan yaitu dari faktor operator. Hasil *improvement* yang telah dilakukan dengan menggunakan metode Delphi ditemukan 5 faktor kritis penyebab kecacatan *furniture* antara lain material, operator, *quality control*, alat, dan lingkungan. selanjutnya diperoleh 13 alternatif solusi perbaikan untuk meminimasi kecacatan *furniture*.

Kata Kunci: Pengendalian Kualitas, Metode Delphi, *Improvement*.

ABSTRACT

PT Romi Violeta furniture company is a company that produces various kinds of furniture such as table, chair, drawer, cupboard, bed, mirror. The various types of furniture produced by PT Romi Violeta are export products that work together with the hospitality company, so they should consider the quality of their products. The production process at PT Romi Violeta has been well executed, in fact it is still often found that product mismatches are produced with the expected, or the resulting product is damaged. Furniture defect after analyzed using fishbone diagram which include engine factor, operator factor, environmental factor, tool factor, method method, material factor is obtained result that the most dominant factor causing disability is from operator factor. The result of improvement that has been done by using Delphi method found 5 critical factors causing furniture defect such as material, operator, quality control, tool, and environment. then obtained 13 alternative repair solutions to minimize furniture defects.

Keywords: *Quality Control, Delphi Method, Improvement.*