

ABSTRACT

PT. XYZ is a state-owned company engaged in pharmaceutical medicine, one of the products produced is tablet medicine. In producing tablet medicine from the granulation process to packaging the tablet, there are still defect products produced that cause delays in delivery to the customer. One process that has a defect and which is the focus of the research is the primary packaging process which is the packaging of tablets on aluminum foil packaging. From the historical data on tablet primary tablet packaging January-September 2018 the average defect produced is 0.114% with a sigma value of 5.005 sigma and a DPMO value of 233. This research aims to minimize defects by suggesting improvements using the Six Sigma approach with DMAIC stages. There are five CTQ determined by the company with the type of defect that will be repaired are empty, leaky, slippery, runny defects and broken tablets. By using the analysis tool in the form of fishbone and 5 why will you know the factors causing the problem and priority will be made to repair the problematic factors using FMEA. The proposed improvements made are using the jidoka and taguchi principles (design of experiment) and providing visual control displays in minimizing defects.

Keywords: *Defect, Jidoka, Packaging process, Six sigma, Taguchi*