

ABSTRACT

PT Karya Kita is a company in the field of printing which produces books and magazines. One product that routinely produced each month is “Majalah Suara Daerah” for “PGRI Jawa Barat”. Based on historical data of production “Majalah Suara Daerah” for the period January 2014-July2015, can be identified by CTQ there are two types of largest defects that is Cover/Contents Ripped and defect Cover/Contents Reversed. Then, futher research is needed to use the approach to improve production processes using Six Sigma method. Six Sigma is a method that applied by 4 phase that usually called DMAI, there are Define, Measure, Analyze, and Improvements. In the Define phase, doing identify CTQ, then there is the identification of data needs and how to obtain the data, and mapping production processes using SIPOC diagram. In the Measure phase, doing measuring of processes capability, with an average of DPMO is 1172 and the average Level Sigma is 4,5. In the Analyze phase, there are obtained root cause of defect that identified with tools fisbone diagram and 5 Why’s. Then, do an FMEA analysis for determine the priority of improvements of 4 factors that cause of defect. In the improve phase, that proposed improvements idea to making work instruction for packaging paper materials and making rack for paper materials.

Keywords: *Continous Improvement, CTQ, DMAIC, PT.Karya Kita, Six Sigma.*