

ABSTRACT

PT Karya Kita is a manufacture company especially printing. One of the product that routinely produced each month is Suara Daerah Magazines for "PGRI Jawa Barat". Based on historical data of production Suara Daerah Magazines for the period January 2014-July 2015, can be identified that the average of defect rate exceeding the tolerance limit 0,6%, and there are two types of largest defects that is Cover/Contents Inverted and defects Cover/Contents Ripped. Therefore, need improve production processes using Six Sigma approach. Six Sigma is a method that applied by 4 phase that usually called DMAI, there are Define, Measure, Analyze, and Improvements. The Define phase, doing identify CTQ, 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 fishbone diagram and 5 Why's. Furthermore, 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 form of training, giving facilities after training, reward and punishment system, making work instruction and display poster of 5S, making tools (pokayoke) and giving labels, and making display inspection schedule and card machine maintenance.

Key words: *Continuous Improvement, CTQ, DMAIC, PT.Karya Kita, Six Sigma.*