

ABSTRACT

Perum Bulog Regional Subdivision Area 1 Bandung is one of the state owned public company engaged in the logistics of food and have some of the warehouses for the handling of the material of rice. Each warehouse has the same activity in transport and reduction of rice, one of this is Gedebage's warehouse. These activities are still done manually by using manpower or commonly referred to as a labor.

Existing activities in the warehouse that performed manually can lead any complaints that so called Musculoskeletal Disorders (MSDs) in workers (labors) because it is done repeatedly. Thus it is necessary for the analysis of how the risk level of ergonomics job using the REBA. After that was given the suggestions to minimize these complaints and minimize the amount of costs due to casual workers are using QFD method.

The results obtained from REBA method is the workers in the warehouse have a high risk of injury that can be seen from the final total score 13 which indicates that workers need improvements now. From QFD method, there are 12 Voice of the Customer with 9 technical requirements for the improvements design of future products. The improvements design of tool can transporting 16 bags of every single operation is equivalent to 4 people at a time so that it can reduce workers out there and do not incur the cost of paying the wages of casual workers.

Key words: workers, ergonomic, REBA, QFD, warehouse