

## **ABSTRACT**

*Making new products in a company is very important to develop company performance to accelerate the processes carried out at a company. PT. XYZ is an expedition company, this company needs a product to help in the sack cleaning process. Sack cleaning process that has been done before is using human labor, the previous process carried out by PT. XYZ is a dangerous movement and can have an impact with the occurrence of Carpal Tunnel Syndrome. Diseases that can be suffered by operators who carry out this process are quite serious for sufferers, with the creation of new products to help operators ease the workload. The process of making this new product is made according to the specifications of the customer, customers of this company want the existence of tools that can help to ease the workload of operators and speed up the process of cleaning sacks at this company. The manufacture of products to help companies are designed using the Scrum Method so that there is always monitoring from the company in making this product. Product design using the Scrum Method is very good to meet customer specifications, this is because every update from the customer will be carried out in every part of the product made. The results of making product designs using the Scrum Method will provide a good product design and in accordance with the specifications given by the customer. The product design created was an overhead conveyor shaped machine with the addition of a compressor to clean the sack that was hung on the hanging conveyor, as well as the existence of a storage basket / trolley to place the cleaned sack.*

**Key Words:** *New Product Development, Carpal Tunnel Syndrome, Scrum Method*