

ABSTRACT

Defects that often arise in egg tray products from factory production include dents, holes, and color defects (scorched). CV Maju Bersama is a company engaged in the manufacturing industry, especially making egg trays. The production process of egg containers is one of the important factors that greatly affects the quality of the product from the production. Based on the data obtained, the percentage of defective products is above 1% while the maximum level of production defects desired by the company is <1%. The causes of product defects in egg tray are caused by man, machine and methods. The purpose of this study is to identify the causes of defective products and provide suggestions for improvements to the quality of egg tray that are right for the company. The method used is Quality Function Deployment (QFD). Based on the research, the percentage value of the largest defect compared to other types of defects is charred defects of 70% of the number of products defective. Improvements are needed using several tools to minimize the number of product defects in the oven process using the Quality Function Deployment (QFD) method, which is assisted by using analysis fishbone, alternative solutions, 5 why's analysis, and 5W-1H related to the object under study which finally the researcher can determine the proposed design for improving the quality of production, namely by making a monitoring system tool using sensors on the oven machine at the work station of the oven process which affects the quality of the final product from the production of egg tray.

Keywords: *QFD, Defect, Kualitas Produk, Eggtray, Sensor, Fishbone, 5W-1H*