

ABSTRACT

PT. Niaga Karya Kreatif is a company engaged in the fashion and retail industry, which has a brand name called Visval. Visval sells various types of products such as *sling bags*, headwear, accessories, and apparel products, namely sweaters. Sales of sweaters at Visval have increased significantly, leading to an increase in sweater production. However, the company has not been able to handle the defects from the production. The production process of sweaters includes the processes of unrolling fabric rolls, pattern drafting, fabric cutting, screen printing, labeling, sewing, *steaming*, and quality control & packing. To identify the problems that occur in each production process flow, an analysis will be conducted using a fishbone diagram and FMEA analysis. The results obtained from the analysis indicate that the cutting process produces the most defects. This research uses the DMAI (Define, Measure, Analyze, Improve) method and the result of this research is the work instructions for the cutting process, with ISO 9001:2015 as the basic reference, which is documented information. With the design of work instructions, it is expected to minimize defects in the cutting process, and operators can follow the cutting process steps according to the work instructions.

Keyword : Sweter, Defect, Production Process, Cutting Process, Work Instructions