ABSTRACT

PD. XYZ is a trading company engaged in the production of wooden pallets. Of course, the produced products are regular wooden pallets and are fumigated. To obtain the requirements for designing the work facility, the methods used are Quality Function Deployment, anthropometric measurements, and Nordic Body Maps. QFD is used to identify the specifications of consumer needs and desires regarding the designed product. Anthropometric measurements are conducted to determine the body sizes of workers and the percentiles that match the operators. By using the QFD method, more specific attributes can be obtained, which will facilitate the design of the workbench that will ultimately yield results in terms of the difficulty level of the design. RULA, or Rapid Upper Limb Assessment, is used to analyze posture in operator activities. Based on the results of the Nordic Body Map questionnaire given to the operators, there are complaints of pain in the upper body. (tangan, pergelangan tangan, lengan, leher dan trunk). Therefore, the work facility that will be designed is a workstation that will be based on primary data (interviews, Nordic body maps, and voice of customer) and secondary data (anthropometric measurements and work activities) that have been obtained.

Key word — *REBA, QFD, Anthropometri, MSDs, Nordic Body Maps*