

ABSTRACT

CV. XYZ is a company engaged in the fashion industry, especially bag making located in Bogor Regency. In the January 2023 - 2024 production period, product defects were still found in every month. The sewing process is the process that produces the most defective products with the type of defect that cannot be repaired, namely the hole defect type. This research aims to improve the process that causes the type of hole defect with the DMAI (Define, Measure, Analyze, Improve) method approach and the design of proposed tools applying the Quality Function Deployment (QFD) method. The results of this study are in the form of a machine shoe storage design with dimensions of 16 x 25 x 9 cm and there are 5 (five) dividers and there are color labels as markers. This tool can help operators to take machine shoes according to the type to be used, thereby reducing errors in the use of types of machine shoes that cause defects in products. The estimated cost incurred to make the tool is around IDR 350,000.

Keywords: DMAI, Defect, Sewing, Machine Shoe, QFD