QUALITY IMPROVEMENT ANALYSIS ON READY MIX CONCRETE COMPANY PT. X IN BALI.

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ABSTRACT

The increasing progress in construction nowadays certainly leads to an increasing need for relevant materials, such as the increasing demands for ready mix concrete. Many requirements for ready mix concrete which are not accompanied by good quality control will lead to quality variations of the product. This phenomenon occurs in PT. X, a company manufactures ready mix concrete.

The data analysis is using an applied Lean Six Sigma to find the causing factors of quality variations. Secondary data that used are compression data strength which documented in company’s internal data. It analyzed through several stages. The first stage is using a control chart to find the amount of data that is beyond the upper limit and lower limit, and then search for DPMO (Defects per Million Opportunities) level, an indication of how many errors which would arise if an activity is repeated a million times. Second stage is using Pareto diagram analysis to find the key issues to be carried out improvement measures. For the last stage, analysis process is performed using a fishbone diagram for improvement.

The highest DPMO level of quality ready mix concrete at PT. X is at levels $3,136 \sigma$, have $31,5\%$ variation of quality, with the main factors from lack of managerial evaluation up and down also the quality and specification of the material used is not good enough.

Key Word: quality variations, lean six sigma, ready mix concrete, quality improvement, quality
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