ANALYSIS OF THE QUALITY IMPROVEMENT OF HYGIENE UNIT PERFORMANCE IN DEPARTMENT OF STATISTICS ITS BY USING SIX SIGMA METHOD

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Abstract
In the world of work, the performance needs to be measured so the process of continuous improvement can be known. Good performance supported by good working method as well. According to team Laboratory of Industrial Statistics research (2009) obtain that employee participation in hygiene unit of department of statistics ITS is 62.9%. Therefore, hygiene unit performance quality improve in department of Statistics ITS using Six Sigma (6σ) method such as DMAIC (Define, Measure, Analyze, Improve, and Control) is performed. The analysis obtained that in the first week, the participation of the operator R and operator S are respectively 26.79% and 37.87% with index of capability process on the 1st floor is -0.44 and 1st floor’s sigma level is 0.17 σ, while in the park does not have a index of capability process and sigma level due to the process is not controlled. Participation of the operator R and operator S on the second Sunday decrease to 13.02% and 23.57% due to management’s action that there is no monitoring, which index of capability process on the 1st floor and the park are respectively -0.33 and -0.62 so 1st floor’s and park’s sigma level become 0.51 σ and 1.02 σ. In the third week, the management supervise the operator R and operator S so the performance participation increase to 26.22% and 44% with index of capability process on the 1st floor and the park are -0.33 and -0.17 so 1st floor’s and park’s sigma level are 0.49 σ and 0.97 σ.

Keywords : DMAIC, Index of Capability Process, Sigma Level, Employee Participation, Six Sigma
“Halaman ini sengaja dikosongkan”