ABSTRACT

Man, as the main element in the process of production that has been explained on fishbone diagram. Explaining the existence of repair, rework, and scrap item were predicted which caused by human error influencing by environment, ergonomic factor and physiological factor. Unfortunately those factors were not realized as potential cause.

This research is using 7 tools to determine defects on each process, as its called to be Critical to Quality in PT Yamaha Musical Products Indonesia products. Using brainstorming methods and FMEA for gaining potential cause and preventive/corrective action. Not only as a famous brand musical product but also this company had its ISO 9000 certificate, showing that YMPL always fulfill customer requirement toward of good quality product.

Through keep on giving attention to manpower, in physical forms as well as non-physical forms such as motivate them to decrease defect item. Further plan is not only will be decreasing the quantity of repair, rework and scrap item but also DPMO as increasing sigma point.

Keywords: FMEA, Sigma, DPMO, repair, rework and scrap item.