ABSTRACT

The high of defect level of product represent the serious problem in PT. Panggung Electric Corporation, this matter is caused by complexity of defect type that happened at production process of TV (Unit 2A), that is defect of Grade A (Critical), defect of Grade B (intermediate), and defect of Grade C (Light).

So that require effort in order to repair continuously to decrease the defect that happened at production process of TV (Unit 2A). It can be done by using QCC (Quality Control Circle) method with Eight Step of Quality Repair. To support this method is used an appliance of Seven Tools.

From research result, production process owning biggest % QP (Quality Point) is Insert Machine (IM). At Insert Machine, the biggest defect is Grade A (Critical). CTQ (Critical To Quality) that have biggest defect at Grade A is Component Installation Less. From the defect then continued by seeking the main cause through Brainstorming process along with the company, which is using Fishbone Diagram. From existing cause is selected the most dominant through Brainstorming process. The most dominant cause is the lowering of machine mainstay, lack of operator correctness, and the poor of material quality. As recommendation step the repair proposed by a matrix plan which is made by Brainstorming process.

Keywords: Defect, QCC (Quality Control Cycle), Seven Tools, QC (Quality Control), QP (Quality Point), CTQ (Critical To Quality), Brainstorming.