

ABSTRACT

CV Natural Palembang is manufacturing company engaged in the manufacture of wooden mats. In producing its products, CV Natural Palembang does not always produce a good product, especially on the product wooden carpet. Form of disability are included on the coin. Although CV Natural Palembang has implemented strict control and supervision, but the defects that occur in the process of many deformed coin with a percentage of 10%.

Six Sigma is one of the means used to improve the quality of production with the basic concepts of DMAIC (Define, Measure, Analyze, Improve, and Control). DMAIC is a Six Sigma problem solving key. DMAIC includes steps that need to be implemented in order to achieve the desired results. The results obtained showed that the perforation process and the coins have a sigma level of 3,47 with a value of DPO 0,024331 and DPMO of 24.331. to raise the value of sigma, proposed several measures, among others: the provision of tools and K# on the coin division perforation, material control is tightened, the determination of periodic scheduling engine

Key words: Quality, Six Sigma, DMAIC