

PENGENDALIAN PRODUK CACAT DENGAN METODE GUGUS KENDALI MUTU (GKM) PADA PT INDOFOOD CBP SUKSES MAKMUR TBK

ABSTRACT

To deal with competition in the business world that requires companies to always improve the quality of processes and products in accordance with consumer demands, then PT Indofood CBP Sukses Makmur Tbk measures the performance of the process of making instant noodles to find the roots of the related problems. GKM is one of the methods implemented by PT Indofood CBP Sukses Makmur Tbk to handle product quality. Problems that occur in the process of making instant noodles are defective products. Defective products in this case are dirty, broken and burnt instant noodles. From the problem of defective products the company implements GKM to find out the root of the problem and get a solution. The solutions obtained by the company's GKM have not been implemented optimally. Can be seen from 30 data taken in the process there are still 7 uncontrolled processes. This is because the data is outside the control chart control limit. So from that made standardization of every problem that exists so that the problem can be controlled properly.

Keywords: PT Indofood CBP Sukses Makmur Tbk, GKM, instant noodles, control maps, standardization