

## ABSTRAK

PT Busanaremaja Agracipta (PT BRA) adalah perusahaan garmen dengan produk berupa pakaian dalam wanita yang diekspor ke luar negeri. Produk utama PT BRA adalah *bra*. Data perusahaan menunjukkan bahwa produk *bra* memiliki tingkat kecacatan yang relatif tinggi. Pada bulan Mei 2022 dari 16.264 *pieces bra style* B4982 yang diproduksi terdapat 658 *pieces* produk yang cacat atau 4%. Berdasarkan kondisi tersebut, penelitian ini dimaksudkan untuk membuat usulan perbaikan proses produksi *bra style* B4982 guna mengurangi tingkat kecacatan produk.

Penelitian dilakukan dengan pendekatan *the 8 Steps Problem Solving*. Alat analisis yang digunakan adalah *the 5 Whys Analysis*. Tindakan perbaikan diusulkan berdasarkan akar masalah yang ditemukan. Sedangkan pemilihan alternatif rencana tindakan perbaikan dilakukan dengan metode *Analytic Hierarchy Process* (AHP).

Hasil penelitian menunjukkan bahwa cacat tinggi rendah badan tengah disebabkan karena *cutting* material yang tidak simetris, cacat jebol P2 disebabkan karena sisa bahan yang tidak disisip, dan cacat *fullness* disebabkan karena *outer mold* tidak tercetak sesuai *cup*. Berdasarkan hal tersebut tindakan perbaikan yang diusulkan adalah potong material ikuti pola, menambahkan aktivitas sisip pada proses P2, dan operator harus memakai *plastic shot* dan *foam cup* sesuai *style*. Dari ketiga usulan tersebut, usulan kedua diimplementasikan pada perusahaan. Hasil implementasi menunjukkan tingkat kecacatan Jebol P2 berkurang dari 1,22% menjadi 0,77%.

**Kata kunci:** Industri garmen, Kualitas, *The 8 Steps Problem Solving*, Tingkat kecacatan, *Analytic Hierarchy Process*

## **ABSTRACT**

*PT Busanaremaja Agracipta (PT BRA) is a garment company producing women's underwear which are exported abroad. PT BRA's main product is bras. Company data shows that bra products have a relatively high level of defects. In May 2022, out of 16,264 pieces of B4982 style bras produced, there were 658 pieces of defective products or 4%. Based on these conditions, this research is intended to make suggestions for improving the production process of the B4982 bra style in order to reduce the level of product defects.*

*The research was conducted using the 8 Steps Problem Solving approach. The Analytic tool used is the 5 Whys Analysis. Corrective actions are proposed based on the root causes found. Meanwhile, the selection of alternative remedial action plans was carried out using the Analytic Hierarchy Process (AHP) method.*

*The results showed that the mid-body high and low defects were caused by asymmetrical cutting material, P2 breakage defects were caused by the rest of the material not being inserted, and the fullness defects were caused by the outer mold not being printed according to the cup. Based on this, the proposed corrective actions are cutting the material according to the pattern, adding insert activity in the P2 process, and the operator must use plastic shots and foam cups according to style. Of the three proposals, the second proposal is implemented in the company. The results of the implementation show that the defect rate of Jebol P2 was reduced from 1.22% to 0.77%.*

***Keywords: Garment industry, Quality, The 8 Steps Problem Solving, Defect level, Analytic Hierarchy Process***