

## ABSTRAK

CV. Jogja Konveksi merupakan salah satu UMKM dalam bidang konveksi. Proses produksi yang terdapat pada CV. Jogja Konveksi dapat dikategorikan menjadi dua, antara lain proses di departemen bordir dan proses di departemen *sublime*. Hasil observasi awal menunjukkan bahwa pada proses *press* di departemen *sublime* ditemukan *reject* pada produk *sublime* yang menimbulkan limbah. *Reject* produk ini berada pada angka 7-8% yang melebihi ketetapan perusahaan mengenai standar maksimal *reject* yaitu sebesar 2%.

Metode *Human Error Assessment and Reduction Technique* (HEART) memberikan hasil berupa nilai *reability* operator yang ditentukan berdasarkan nilai *Human Error Probability* (HEP) operator. Perhitungan nilai HEP operator dilakukan dengan cara mengidentifikasi peluang kesalahan berdasarkan *Error Producing Conditions* (EPCs) pada masing-masing pekerjaan kritis. Analisis 5W+1H EPCs dilakukan bersama pihak manajerial perusahaan sehingga didapatkan rekomendasi perbaikan untuk menurunkan persentase *reject* produk *sublime*.

Hasil penelitian menunjukkan bahwa operator proses *press* CV. Jogja Konveksi memiliki *reability* yang tergolong rendah yaitu sebesar 0,415 dengan nilai HEP operator sebesar 0,585. Pekerjaan dengan nilai HEP terbesar terdapat pada *task Proofing* kain dengan nilai HEP sebesar 0,541 dengan identifikasi kondisi penyebab terjadinya kesalahan yaitu ketidaksesuaian SOP dengan kenyataan di lapangan dan level emosi yang tinggi. Implementasi yang dilakukan berdasarkan hasil rekomendasi perbaikan yaitu memberikan lembar *proofing* kain dan melakukan pengawasan secara berkala terhadap operator pada *task proofing* kain. Hasil implementasi didapatkan bahwa persentase *reject* produk *sublime* setelah implementasi mengalami penurunan dan berada dibawah ketetapan perusahaan mengenai standar maksimal *reject* yaitu sebesar 2%. Hal ini menandakan bahwa rekomendasi perbaikan yang diimplementasikan efektif meminimalisir persentase *reject* produk *sublime*.

**Kata kunci** : reability, *human error*, operator *press*, HEART

## **ABSTRACT**

*CV. Jogja Konveksi is one of the MSMEs in the convection sector. The production process contained in CV. Jogja Konveksi can be categorized into two, including processes in the embroidery department and processes in the sublime department. Initial observation results show that during the press process in the sublime department, rejects were found in sublime products which caused waste. The rejection rate for this product is at 7-8%, which exceeds the company's regulation regarding the maximum reject standard, which is 2%.*

*The Human Error Assessment and Reduction Technique (HEART) method provides results in the form of operator reliability values which are determined based on the operator's Human Error Probability (HEP) value. The operator's HEP value is calculated by identifying opportunities for error based on Error Producing Conditions (EPCs) on each critical job. The 5W+1H EPCs analysis was carried out with company management to obtain recommendations for improvements to reduce the percentage of sublime product rejects.*

*The research results show that the CV. Jogja Konveksi press process operator has relatively low reliability, namely 0.415 with an operator HEP value of 0.585. The job with the largest HEP value is in the task Proofing fabric with a HEP value of 0.541 by identifying conditions that cause errors, namely non-conformity of SOPs with reality in the field and high emotional levels. The implementation results showed that the percentage of sublime product rejects after implementation had decreased and was below the company's stipulation regarding the maximum reject standard, namely 2%. This indicates that the improvement recommendations implemented are effective in minimizing the percentage of sublime product rejects.*

**Keywords :** *reliability, human error, operator press, HEART*