

ABSTRACT

PT Pindad (Persero) is a public sector company that produces defense tools and some commercial products, one of which is distributor valve. Production process of the distributor valve shows that company has often experienced the tardiness in delivering the product to customer. That is because the components' arrival is not right on the time as it is scheduled. Company has obliged some policies to overcome the tardiness problem. In fact, those policies has not overcome the tardiness to deliver the product to customer. Therefore, this research was carried out to propose the improvement in production process of distributor valve, so it can minimize the tardiness in delivering the product to customer.

This research used lean six sigma method with DMAI stages which consists of Define, Measure, Analyze and Improve. Define stage depicted the current condition of production process using SIPOC and value stream mapping. Measure stage showed that the process has been stable with 4.14 sigma. Analyze stage showed that there was three types of dominant defects and would be analyzed with fishbone diagram and 5 why to find out the root cause for each type of defect. At the last stage, there would be proposed the improvement for each root cause of the defect.

Keyword : Distributor valve, Lean six sigma, DMAI