

ABSTRACT

Micro, Small, Medium Enterprises (MSME) has a promising potention for the economics of Indonesia. But in fact, Micro, Small, Medium Enterprises (MSME) in shoes production line is hard to grow because of financial management and skill. The example of Micro, Small, Medium Enterprises in Cibaduyut is JAVA SEVEN. JAVA SEVEN is an enterprise that produces a handmade product which is shoes product. The sales is decreased from year to year because of the successor become less. The cause of the problem is there is no intention from next generation to continue the enterprise. The current craftman is different from the previous one. The current craftman needs more time to learn producing shoes so the quality of product is decreased and percentage of defect product is increased. The other reason a decreased sales is the market competition of product from the other Cibaduyut region with cheaper price and its quality is similar with those from Cibaduyut.

Six Sigma is a structured tool that involved DMAIC phase, which can help solve the technical problem especially at manufacture that related with product development or optimalization and process of production or efficiency.

This research was done with mix method at JAVA SEVEN as one of shoes product enterprise in Bandung. The primary source for this research is by interview because it directly gave data source to the researcher and the secondary source is data of production, data of defect production, book, and journal because that source undirectly gave data source to the researcher.

The research's result showed that the main factor of defect product at JAVA SEVEN is method factor. Method factor is a factor that cause by incorrect enterprise way of working. Therefore, the researcher gives recomendation to JAVA SEVEN.

The recomendation that has been made in this research expects to be a reference for the enterprise to improve its product quality. For the next researches, it expected to think over for adding the orher variables and adding period time so the calculation and analysis become more specific.

Keywords: Six Sigma, Defect Product, DMAIC, DPMO, 5 whys