

DAFTAR ISI

| | |
|--|-----|
| ABSTRAK..... | i |
| ABSTRACT..... | ii |
| HALAMAN PENGESAHAN | iii |
| HALAMAN PERNYATAAN ORISINALITAS | iv |
| KATA PENGANTAR..... | v |
| DAFTAR GAMBAR | ix |
| DAFTAR TABEL | x |
| DAFTAR ISTILAH | xi |
| DAFTAR LAMPIRAN..... | xiv |
| BAB I PENDAHULUAN..... | 1 |
| I.1 Latar Belakang | 1 |
| I.2 Alternatif Solusi | 6 |
| I.3 Perumusan Masalah | 11 |
| I.4 Tujuan Tugas Akhir..... | 11 |
| I.5 Manfaat Tugas Akhir..... | 11 |
| I.6 Sistematika Penelitian | 12 |
| BAB II TINJAUAN PUSTAKA..... | 14 |
| II.1 Literatur Terkait | 14 |
| II.1.1. <i>Six Sigma</i> | 14 |
| II.1.2. Kualitas | 15 |
| II.1.3. <i>Defect</i> | 15 |
| II.1.4. <i>Critical to Quality</i> | 16 |
| II.1.5. DMAI..... | 16 |
| II.1.6 Quality Function Deployment | 20 |
| II.1.7 <i>House of Quality</i> | 22 |
| II.1.8 Bonggol Jagung..... | 24 |
| II.1.9 <i>Fishbone Diagram (Cause and Effect Diagram)</i> | 24 |
| II.1.10 Analisis 5 <i>Whys</i> | 25 |
| II.2 Pemilihan Teori/Model/Kerangka Standar Perancangan | 25 |
| BAB III METODOLOGI PERANCANGAN..... | 27 |
| III.1 Sistematika Perancangan | 27 |

| | | |
|-------------|--|----|
| III.1.1. | Tahap Pengumpulan Data | 27 |
| III.1.2. | Tahap Pengolahan Data..... | 28 |
| III.1.3. | Tahap Verifikasi dan Validasi..... | 29 |
| III.1.4. | Tahap Kesimpulan dan Saran..... | 29 |
| III.2 | Identifikasi Komponen Sistem Terintegrasi..... | 30 |
| III.3 | Asumsi dan Batasan Perancangan..... | 30 |
| BAB IV | PENGUMPULAN DAN PENGOLAHAN DATA..... | 31 |
| IV.1 | Objek Penelitian | 31 |
| IV.2 | Tahap Pengumpulan Data..... | 31 |
| IV.3 | Tahap Pengolahan Data | 32 |
| IV.3.1 | <i>Identify Customer Needs</i> | 32 |
| IV.3.2 | Menentukan Karakteristik | 32 |
| IV.3.3 | Menentukan Spesifikasi Target | 33 |
| IV.3.4 | Menentukan Matriks Korelasi..... | 33 |
| IV.3.5 | Matriks Korelasi | 34 |
| IV.3.6 | <i>House of Quality</i> | 35 |
| IV.3.6 | <i>Concept Generation</i> | 37 |
| IV.3.7 | <i>Concept Selection</i> | 38 |
| IV.3.8 | <i>Concept Screening</i> | 39 |
| IV.3.9 | Hasil Rancangan..... | 40 |
| BAB V | ANALISIS..... | 42 |
| V.1 | Verifikasi dan Validasi | 42 |
| V.1.1. | Verifikasi | 42 |
| V.1.2. | Validasi..... | 42 |
| V.2 | Analisis Hasil Rancangan | 43 |
| BAB VI | KESIMPULAN dan SARAN | 45 |
| VI.1 | Kesimpulan | 45 |
| VI.2 | Saran | 45 |
| DAFTAR | PUSTAKA..... | 46 |
| Lampiran A. | Perhitungan Nilai Sigma..... | 48 |
| Lampiran B. | House Of Quality | 52 |
| Lampiran C. | <i>CTQ PROSES</i> | 53 |

| | |
|----------------------------------|----|
| Lampiran D Hasil Wawancara | 57 |
| Lampiran E Data Kuesioner..... | 59 |
| Lampiran F Lembar Validasi..... | 62 |