

DAFTAR ISI

LEMBAR PERSETUJUAN	Error! Bookmark not defined.
LEMBAR PENGESAHAN	Error! Bookmark not defined.
LEMBAR PERNYATAAN	Error! Bookmark not defined.
KATA PENGANTAR	Error! Bookmark not defined.
ABSTRAK	Error! Bookmark not defined.
ABSTRACT	Error! Bookmark not defined.
DAFTAR ISI	i
DAFTAR GAMBAR	iii
DAFTAR TABEL	iv
DAFTAR LAMPIRAN	v
BAB I PENDAHULUAN	Error! Bookmark not defined.
1.1 Latar Belakang	Error! Bookmark not defined.
1.2 Rumusan Masalah	Error! Bookmark not defined.
1.3 Tujuan Penelitian	Error! Bookmark not defined.
1.4 Manfaat	Error! Bookmark not defined.
1.5 Batasan Masalah.....	Error! Bookmark not defined.
BAB II TINJAUAN PUSTAKA	Error! Bookmark not defined.
2.1 Pengertian Kualitas	Error! Bookmark not defined.
2.2 Pengendalian Mutu.....	Error! Bookmark not defined.
2.3 Kepuasan Pelanggan	Error! Bookmark not defined.
2.3.1 Faktor-Faktor Penentu Kepuasan Pelanggan ...	Error! Bookmark not defined.
2.4 Kualitas Pelayanan	Error! Bookmark not defined.
2.5 <i>Root Cause Analysis</i> (RCA).....	Error! Bookmark not defined.
2.5.1 Manfaat RCA	Error! Bookmark not defined.
2.5.2 <i>5-whys</i> Analisis	Error! Bookmark not defined.
2.5.3 <i>Fishbone</i> Diagram (Tulang Ikan).....	Error! Bookmark not defined.
2.6 Penelitian Terkait	Error! Bookmark not defined.
2.7 Kerangka Pemikiran.....	Error! Bookmark not defined.
BAB III METODE PENELITIAN	Error! Bookmark not defined.

3.1	Objek Penelitian	Error! Bookmark not defined.
3.2	Teknik Pengumpulan Data	Error! Bookmark not defined.
3.3	Metode Pengolahan Data	Error! Bookmark not defined.
3.4	Langkah-langkah Penelitian	Error! Bookmark not defined.
3.5	Prosedur Penelitian	Error! Bookmark not defined.
BAB IV HASIL DAN PEMBAHASAN.....		Error! Bookmark not defined.
4.1.	Pengumpulan Data	Error! Bookmark not defined.
4.1.1.	Aliran Proses Produksi <i>Damper</i>	Error! Bookmark not defined.
4.1.2.	Surat Jalan	Error! Bookmark not defined.
4.1.3.	PCS (<i>Processs Check Sheet</i>)	Error! Bookmark not defined.
4.1.4.	Sortir <i>Internal</i>	Error! Bookmark not defined.
4.2.	Pengolahan Data	Error! Bookmark not defined.
4.2.1.	Identifikasi Masalah	Error! Bookmark not defined.
4.2.2.	<i>Root Cause Analysis</i> (RCA)	Error! Bookmark not defined.
4.3.	Tindakan Perbaikan	Error! Bookmark not defined.
BAB V KESIMPULAN DAN SARAN		Error! Bookmark not defined.
5.1.	Kesimpulan	Error! Bookmark not defined.
5.2.	Saran	Error! Bookmark not defined.
DAFTAR PUSTAKA		Error! Bookmark not defined.
LAMPIRAN		Error! Bookmark not defined.
RIWAYAT PENULIS		Error! Bookmark not defined.

DAFTAR GAMBAR

Gambar 1.1 Diagram <i>Pareto</i>	Error! Bookmark not defined.
Gambar 1.2 Salah Produk URE-00-012	Error! Bookmark not defined.
Gambar 2.1 Contoh urutan <i>5-whys</i> analisis	Error! Bookmark not defined.
Gambar 2.2 Contoh <i>Fishbone</i> Diagram.....	Error! Bookmark not defined.
Gambar 2.3 Kerangka Pemikiran	Error! Bookmark not defined.
Gambar 3.1 Produk URE-00-012 (RH).....	Error! Bookmark not defined.
Gambar 3.2 Produk URE-00-012A (LH)	Error! Bookmark not defined.
Gambar 3.3 Lembar Pertanyaan Narasumber.....	Error! Bookmark not defined.
Gambar 3.4 <i>Flowchart</i> prosedur penelitian.....	Error! Bookmark not defined.
Gambar 4.1 Aliran Proses Produksi <i>Damper</i>	Error! Bookmark not defined.
Gambar 4.2 Surat Jalan URE-00-012	Error! Bookmark not defined.
Gambar 4.3 PCS URE-00-012 Lot M031023	Error! Bookmark not defined.
Gambar 4.4 Hasil Sortir <i>Internal</i>	Error! Bookmark not defined.
Gambar 4.5 <i>Fishbone</i> Diagram Salah Produk Terkirim ke Konsumen.....	Error! Bookmark not defined.
Gambar 4.6 Perbaikan <i>Master Sampel</i> Produk Ditempel Pada <i>Dies</i>	Error! Bookmark not defined.
Gambar 4.7 Perbaikan Rak <i>Dies</i> Dibuatkan Daftar Isi Rak <i>Dies</i>	Error! Bookmark not defined.
Gambar 4.8 Perbaikan Nomer Urut <i>Dies</i> dan Perbedaan Identitas <i>Dies</i> Yang Kontras	Error! Bookmark not defined.
Gambar 4.9 OPL Salah Produk	Error! Bookmark not defined.
Gambar 4.10 Perbedaan URE <i>Series Mirror</i>	Error! Bookmark not defined.
Gambar 4.11 <i>Work Instruction</i> URE-00-12A Sebelum Perbaikan.....	Error! Bookmark not defined.
Gambar 4.12 <i>Work Instruction</i> URE-00-12A Setelah Perbaikan.....	Error! Bookmark not defined.
Gambar 4.13 PCS URE-00-12A Sebelum Perbaikan.....	Error! Bookmark not defined.
Gambar 4.14 PCS URE-00-12A Sesudah Perbaikan	Error! Bookmark not defined.

Gambar 4.15 Label URE-00-012A Sebelum dan Sesudah Perbaikan..... **Error!**
Bookmark not defined.



DAFTAR TABEL

Tabel 1.1 Data *Customer Claim* Januari – Oktober 2023 ... **Error! Bookmark not defined.**

Tabel 1.2 Jenis Klaim NG Dari Konsumen Tahun 2023..... **Error! Bookmark not defined.**

Tabel 4.1 Identifikasi Akar Penyebab Dengan *5-whys* Analisis Berdasarkan *Leader Produksi***Error! Bookmark not defined.**

Tabel 4.2 Identifikasi Akar Penyebab Dengan *5-whys* Analisis Berdasarkan *Leader Quality Control*.....**Error! Bookmark not defined.**

Tabel 4.3 *Root Cause Analysis* dan Perbaikan**Error! Bookmark not defined.**



DAFTAR LAMPIRAN

- Lampiran 1** Surat Pengantar Penelitian**Error! Bookmark not defined.**
- Lampiran 2** Lembar Bimbingan Tugas Akhir**Error! Bookmark not defined.**
- Lampiran 3** Hasil Pengecekan Lulus Turnitin.....**Error! Bookmark not defined.**
- Lampiran 4** Hasil Pengecekan Abstrak**Error! Bookmark not defined.**
- Lampiran 5** Data *Customer Claim* Januari - Oktober 2023 **Error! Bookmark not defined.**
- Lampiran 6** Surat Keterangan Wawancara *Leader Quality Control*..... **Error! Bookmark not defined.**
- Lampiran 7** Surat Keterangan Wawancara *Leader* Produksi**Error! Bookmark not defined.**
- Lampiran 8** Lembar Pertanyaan *Leader Quality Control* .. **Error! Bookmark not defined.**
- Lampiran 9** Lembar Pertanyaan *Leader* Produksi**Error! Bookmark not defined.**



