

## ABSTRAK

### UPAYA PENGENDALIAN KUALITAS PADA DUMP MOBIL MENGUNAKAN PENDEKATAN SEVEN TOOLS DAN ANALISIS 5W DI PT. METALINDO TEKNIK UTAMA

Oleh

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Penelitian ini dilakukan di PT. Metalindo Teknik Utama, sebuah perusahaan karoseri yang memproduksi *dump* mobil, dengan tujuan mengendalikan kualitas produk melalui pendekatan *Seven Tools* dan *Why analysis*. Data penelitian diperoleh dari keluhan pelanggan periode Februari 2023–Februari 2024 yang berjumlah 26 keluhan. Metode *Seven Tools* digunakan untuk menganalisis data keluhan. Hasil analisis menunjukkan bahwa sebagian besar keluhan pelanggan disebabkan oleh dua komponen utama, yaitu gear pump (50%) dan hydraulic (65%). Analisis lebih lanjut dengan *Why analysis* mengidentifikasi faktor penyebab dominan berasal dari aspek manusia, mesin, material, metode, serta lingkungan kerja. Sebagai tindak lanjut, disusun *corrective action plan*. Penelitian ini diharapkan dapat membantu perusahaan dalam meningkatkan kualitas produk, meminimalisir keluhan pelanggan, serta meningkatkan kepuasan konsumen.

**Kata Kunci:** Pengendalian Kualitas, *Gear Pump*, *Seven Tools*, *5W Analysis*



## ***ABSTRACT***

### ***QUALITY CONTROL EFFORTS ON CAR DUMP USING SEVEN TOOLS APPROACH AND 5W ANALYSIS AT PT. METALINDO TEKNIK UTAMA***

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This research was conducted at PT. Metalindo Teknik Utama, a body manufacturing company that produces dump trucks, with aim of controlling product quality through the Seven Tools and Why Analysis approaches. The research data were obtained from customer complaints during the period of February 2023 to February 2024, totaling 26 complaints. The Seven Tools method was used to analyze the complaint data. The analysis results showed that most customer complaints were caused by two main components, namely the gear pump (50%) and the hydraulic (65%). Further analysis using Why Analysis identified that the dominant causes originated from the aspects of man, machine, material, method, and work environment. As a follow-up, a Corrective Action Plan (CAPA) was developed. This research is expected to assist the company in improving product quality, minimizing customer complaints, and enhancing customer satisfaction.

***Keywords: Quality Control, Gear Pump, Seven Tools, 5W Analysis***

