

## ABSTRACT

*PT. WANG SARIMULTI UTAMA is a manufacture which produce Injection plastic part or semi parts for electronics and Automotive components. Due to lack of improvement process continuity in quality currently, the company has loss profit during the year, especially the loss was sourced from high rejection product & high scrap level in Moulding Departement. The company need to increase the additional cost to cover customer's order from the rejection & scrap by re-producing the NG product .*

*Product Front Glass BIA-0039-001 is classification for the reject product which having rejection up to 1% and impacting the highest loss in the company. In order to reduce the produce which classified in Product Front Glass BIA-0039-001 and improve the quality by applying Quality Management System by Method Total Quality Management (TQM) in this company , there are 2 priority principal / method from 4 mains principal belong to Total Quality Management (TQM) method for reference in evaluation getting the solution on this issue by respecting everybody and continues improvement. This method is applied base on analysis done in the case that there is a big difference between actual and expecting condition found in 2 variables.*

*Base on rejection plot data result with Pareto chart, black dot rejection was become main and dominant issue on rejection with percentage 24,064% value from 2502 rejection test. This is caused by dirty hopper dryer, dirty mould, dirty screw and barrel mould and also unclean material for production. The dirty hopper dryer is caused of some rest material left and uncleaned in previous part which is not same. Dirty Mould is caused by grease left in the Mould and uncleaning. Dirty Screw and Barrel also caused by fastest speed in rotation which impacting the burn material in the screw, while dirty material is coming from dirty plastic bag material during filling process into hopper dryer.*

*To avoid the aspect of black dot rejection to be not unrepeated, we make modus analysis of the cause and impact of failure (FMEA). From the result of this FMEA analysis, there are improvement points proposal as below :To sort the issue of screw & barrel dirty, propose to create Work Instruction for cleaning hopper , re-training the helper and set ting up the mould. To sort issue of dirty hopper dryer, propose to issue standard Work Instruction (WI) in washing and cleaning the Barrel. To sort dirty Mould, propose to make improvement by cleaning process after mould used and to sort Dirty material, propose to make improvement during loading material process which creating temporary storage in a drum prior filling process into production.*

**Keywords :** *Total Quality Management (TQM), Seven Tools, Continues Improvement, FMEA.*