ABSTRAK

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Judul : **Upaya Peningkatan Kualitas Service Level Laboratorium Likuid dengan Menurunkan Kendala Trial Menggunakan Pendekatan Total Quality Control (TQC) di PT Paragon Technology and Innovation.**

PT Paragon Technology and Innovation merupakan sebuah perusahaan yang bergerak di bidang kosmetik. Dalam perkembangan produk, departemen Research and Development (RND) memiliki peran yang sangat penting yaitu launching produk untuk dapat launching tepat waktu. Dalam hal itu kualitas service level laboratorium sangat berkaitan karena semakin tinggi service level lab maka semakin tinggi nila SCF. SCF adalah kesesuain penjadwalan trial dengan deadline yang telah diberikan namun pada kenyataan banyak sekali kendala trial yang dapat menyebabkan tidak tercapainya target SCF. Berdasarkan hasil penelitian ditemukan pada Laboratorium likuid terdapat banyak kendala yang ditemukan sehingga target SCF tidak tercapai.

Upaya yang dapat dilakukan yaitu melakukan pengendalian dan peningkatan kualitas. Pendekatan yang digunakan yaitu dengan metode Total Quality Control. Setelah dilakukan pengamatan terdapat 5 jenis kendala dan yang sering terjadi yaitu bahan baku tidak cukup sebanyak 164 kendala, antri mesin bahan baku tidak cukup sebanyak 64 kendala dan human error bahan baku tidak cukup sebanyak 38 kendala. Untuk mengurangi kendala pada trial tersebut dapat dilakukan perbaikan dengan cara membuat system baru yaitu database stock bahan baku dan penjadwalan trial serta pendisiplinan personil dalam menjalankan SOP serta IK dalam setiap proses kegiatan trial.

Kata kunci: *Total Quality Control,* Histogram, Diagram Pareto, Peta Kendali, *Fishbone*

ABSTRACT

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Title *: **Improving the Quality of Liquid Laboratory Service Levels by Reducing Experiment Constraints using Total Quality Control (TQC) at PT Paragon Technology and Innovation.***

PT Paragon Technology and Innovation is a company engaged in cosmetics. In product development, the Research and Development (RND) department has a very important role, namely product launching to be able to launch on time. In that case the laboratory service level quality is closely related because the higher the service level lab, the higher the SCF value. SCF is the suitability of trial scheduling with given deadlines, but in reality there are many trial obstacles that can cause SCF targets not to be achieved. Based on the results of the study found in the liquid laboratory there are many obstacles that are found so that the SCF target is not achieved.

Efforts that can be made are controlling and improving quality. The approach used is the Total Quality Control method. After observing there are 5 types of constraints and what often happens is not enough raw materials as many as 164 constraints, queuing of raw material machines is not enough as many as 64 constraints and human error of raw materials is not enough as many as 38 constraints. To reduce the obstacles in the trial, improvements can be made by creating a new system, namely the raw material stock database and trial scheduling, and disciplining personnel in carrying out SOPs and IKs in each trial activity process.

Keywords: Total Quality Control, Histogram, Pareto Diagram, Control Map, Fishbone