

CHAPTER 4

PRODUCT QUALITY CONTROL ANALYSIS OF POLYURETHANE SANDWICH PANEL USING OLD SEVEN TOOLS METHOD IN PT. ABC

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1. Introduction

Quality control aims to produce a uniform product by identifying the factors that cause product defects, improving customer relationships, increasing profit, and reducing quality control costs [1]. Quality control is a management activity and techniques that can measure quality characteristics. Products can compare it to taking health action. To maintain the consistent quality of products produced following market needs, it is necessary to carry out quality control over the process activities. Only companies that have high competitiveness can survive to increase profits [2]. The production process is an activity to change a product (raw material) into a semi-finished product or a finished product that has a higher economic value; in the production process, defective or damaged products may arise which cannot be avoided [3][4]. Seven basic tools and seven news tools in the seven step methodology are useful tools for mapping the scope of the problem, compiling data in diagrams to make it easier to understand, exploring various possible causes of problems that clarify the authentic reality or phenomena in a problem [5] The use of the seven tools method is prohibited what able to set quality standardization parameters that previously did not exist in the company [6]. New seven tools are tools to map problems