

**ANALYSIS OF HUMAN ERROR IN ORDER TO IMPROVE WORKER
EFFICIENCY IN QUALITY CONTROL DEPARTMENT:
A CASE STUDY IN PT. NISUMA**

by

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains neither material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

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Quality in a paper cup industry is a crucial thing. It is necessary to do a quality control before the product is packed into the packaging, to ensure that the customers would receive a standard quality items. The packing process is also vital, as it has to ensure the right item with the right order size is packed. However, when it is done manually, the process is prone to human errors. This research identifies the factors that affect human errors in PT. NISUMA and determine the proper solution. This research uses Human Performance Technology Model as the methodology. Observation and interviews are done to study the process and environment. Then, a time study is conducted to determine the standard time required in completing the task in the current methods they are using. Gap analysis and cause and effect analysis are developed to find the root cause of the problem. It was found that workers' lack of knowledge regarding the products' standard, distractions, and an overcrowded workspace affect the overall performance of the process. With a job analysis to design a proper working method and management of the workplace layout, increasing the efficiency of the workers may be possible.

Keywords: Quality control, human error, human performance technology, time study



DEDICATION

I dedicate this work to my parents,
who have given me all the supports and resources I need,
and to my teachers and lecturers who taught me not only to this study,
but also to succeed further in life.



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