

Chapter 2

LITERATURE STUDY

Quality is the main factor in customer consideration to purchase a product. Customer will purchase the same product if they satisfy on the quality of it. Otherwise, if the customer feels disappointed on the quality they will not purchase the product again. Companies have to maintain and try to improve the quality.

2.1. Previous Research

Renata, N., (2006) in her final project done the research to improving quality on PT Sengon Kondang Nusantara and the product observed is wooden sheet. The objective of the research is to constructing and applying the alternative improvement actions in order to reducing the nonconformities percentage of wooden sheet. The method used is Seven-Step Method. Main problem of the research is materials. The result is decreasing the nonconformities of wooden sheet product with applying Seven-Step Method.

Santoso, A., (2007) make a research about controlling quality to reduce the defect on improving quality on Sumber Harum Utama Company. The product observed is wafer stick and the objective of research is found the defect and the tools to reduce defect in packaging process which has serious problem. The tool used in this research is Seven-Step Method with Seven Tools. The problem in the research is about

pack of the product. Result of this research is the defect can be reduced.

2.2. Current Research

The research done is in PT. PERTAMINA (PERSERO) Lubricating Unit Cilacap with applying Seven-Step Method. The objective is to arrange and apply the alternative action used to improve in order to reduce nonconformities of lubricant product with Seven-Step Method.

This method is chosen because help in focusing on the problem and do the logical step of defining the problem, analyzing the potential causes, and finding the solution of the problems. Beside that, there is no target in Seven-Step Method because the main quality problem is material. Expected the result of this research is can reduce the nonconformities percentage of lubricant product especially on Mesran Super SAE 20W/50.

Table 2.1. Comparison between Previous and Current Research

Comparing Variable	Renata's Research (2006)	Santoso's Research (2007)	Current Research
Location	PT Sengon Kondang Nusantara	Sumber Harum Utama Company	PT. PERTAMINA (PERSERO) Lubricating Unit Cilacap
Objective	Constructing and applying the alternative improvement actions in order to reducing the nonconformities percentage of wooden sheet.	Found the defect and the tools to reduce defect in packaging process which has serious problem.	Arrange and apply the alternative action used to improve in order to reduce nonconformities of lubricant product with Seven-Step Method.
Object	Wooden sheet	Wafer stick	Mesran Super SAE 20W/50
Method	<i>Seven-Step Method</i>	Seven-Step Method with Seven Tools	<i>Seven-Step Method</i>