ABSTRACT

PT Casuarina Harnessindo is one of the companies in the automotive sector that produces wire harnesses for electrical systems in vehicles. components and materials produced, sometimes have to queue to be assembled into wire harness products. This process requires a trolley that functions for material handling equipment and places the material in the wire set-up area. The focus of this research is to improve the function of the existing trolley so that it can be maximized in helping the production process. The QFD (Quality Function Deployment) method is used to determine the priority of technical characteristics attributes based on customer satisfaction and interest obtained from the questionnaire results. It is known that the priority attributes of the proposed trolley design development are the use of anti-rust paint with a percentage of 31%, the addition of a handle or trolley handle with a diameter of 30 mm to make it easier to push or operate it by 20%, the addition of a rack level of 18%, wheels equipped with brakes 14%, a place for information on the type of wire harness by 11%, and using a wooden board as a base by 6%.

Keyword: QFD, trolley, wire harness