

ABSTRACT

SMEs (Micro, Small, and Medium Enterprises) tempe in Jepara Wetan Village is currently deemed unable to meet production capacity. Based on the tempeh production process, there are several factors, one of which needs to be considered is a factor in the form of worker comfort complaints. This is reinforced by the problems that occur in workers in these SMEs. Complaints that are often experienced by workers are musculoskeletal disorders (MSDs). This research is to get a chair design that is expected to reduce the problem of MSDs. The approach used is the quality function deployment (QFD). Voice of customer is used to identify the workers' desire for the new chair design. House Of Quality is used to assess the desired priority in the preparation of attributes. Primary and secondary data are used to get the seat design results. The results of the study there are 2 alternatives which are then adjusted according to the requirement list from the customer. The choice of alternative design is based on the calculation of the weighted objective method. Based on the results of the weighting the difference between alternative 1 gets a value of 72.65 and alternative 2 is worth 47.69, because the value of the assessment of the material is higher, design 1 is used to determine the material for making chairs. Based on the calculations, the results obtained in the form of features needed by MSMEs in making chairs according to specifications. The specifications of this chair design are 600 x 465 x 490 mm with a manufacturing cost of IDR 250,000-.

Keyword: *House Of Quality, Quality Function Deployment, Product development*