PENGENDALIAN KUALITAS PRODUK DENGAN MENGGUNAKAN STATISTICAL PROCESSING CONTROL (SPC) PADA PT. XYZ

Oleh : Gracia

The purposes of this research are to analysis how implementation quality control in PT. XYZ for hold down sum of product defects. Search cause of defects and choose strategy that needs to be done by PT. XYZ for hold down product defects until reach quality product.

Researcher uses tools from Statistical Processing Control (SPC) are Control Chart (p-chart) and Fishbone Diagram. Control Chart is use for detect level product defect which in tolerance limit or not. Fishbone Diagram use for analysis cause damage product defect. Researcher focus research on product bumper and knob.

Conclusion of this research is product quality control in PT. XYZ not under control because product defect still exceed companies tolerance limit of 2%. Main cause of product defect are people, machine and environment. PT. XYZ can use Kaizen strategy for continuous improvement quality control. Suggested from this research are when break time there is substitute employee so machine can continue production and expansion production place and add machine so one machine can production one product .

Keywords: Statistical Proccesing Control, p-chart, Fishbone Diagram, Quality Product, Kaizen Strategy