

ABSTRACT

IMPLEMENTATION OF QUALITY CONTROL TOOLS TO ENSURE PRODUCT CONSISTENCY IN MULIA RASA UMKM

By:

Daffa Fadil Alfattah

213402199

Supervisor I: Edy Suroso

Supervisor II: Allicia Deana Santosa

This study aims to analyse the application of Quality Control (QC) tools in ensuring product quality consistency at Mulia Rasa, a Small and Medium-sized Enterprise (SME) that produces fish crackers. Based on production data from September to December 2024, fluctuations in the number of defective products were found, indicating that the quality control system is not yet optimal. The method used in this study is a quantitative descriptive method with a (QC) tool approach and the use of seven QC tools, such as check sheets, Pareto diagrams, histograms, fishbone diagrams, and control charts. The analysis results show that the types of product defects are dominated by cracks, dents, and dirt, with the main causes originating from human error, methods, and production machinery. The application of QC tools has proven effective in identifying critical points in the production process and providing a basis for measurable and systematic improvements. Thus, this study affirms that the use of QC tools is not only relevant in large companies but can also be adapted by SMEs to enhance efficiency, quality, and the sustainable competitiveness of their products.

Keywords: Quality Control, defective products, SMEs, Mulia Rasa, seven tools.