

ABSTRACT

ANALYSIS OF QUALITY MANAGEMENT USING THE STATISTICAL QUALITY CONTROL (SQC) METHOD TO MINIMIZE DEFECTIVE PRODUCTS AT SR BAKERY COMPANY, TASIKMALAYA CITY

By:

Aulia Mutiara Tsani

NIM. 213402010

Supervision I : H. Kartawan

Supervision II : Edy Suroso

SR Bakery is a company that produces coconut-filled bread. The main issue it faces is the high number of defective products due to the lack of a systematic and structured quality management system. This study aims to identify types of product defects, analyze Statistical Quality Control (SQC) method, and provide improvement recommendations. Data were obtained through observation and interviews, then analyzed using the SQC method, which involved steps including check sheets, histograms, Pareto diagrams, control charts, and cause-and-effect diagrams. The results of the study showed three main types of damage, namely shape/size defects, burnt defects, and peeling bread skin. Based on the Pareto diagram, shape/size defects were the most common, totaling 549 units. Control chart analysis indicated that the production process was still outside the control limits, signifying that the quality management system at SR Bakery is neither structured nor systematic, leading to deviations beyond control limits. Recommended corrective actions include placing banners or Standard Operating Procedures (SOP) in the production area, modifying ovens with temperature and timer controls, maintaining production area cleanliness, selecting high-quality raw materials, and coating molds with butter to prevent sticking.

Keywords: Statistical Tools, Quality Management, Statistical Quality Control (SQC)