

**ABSTRAK**

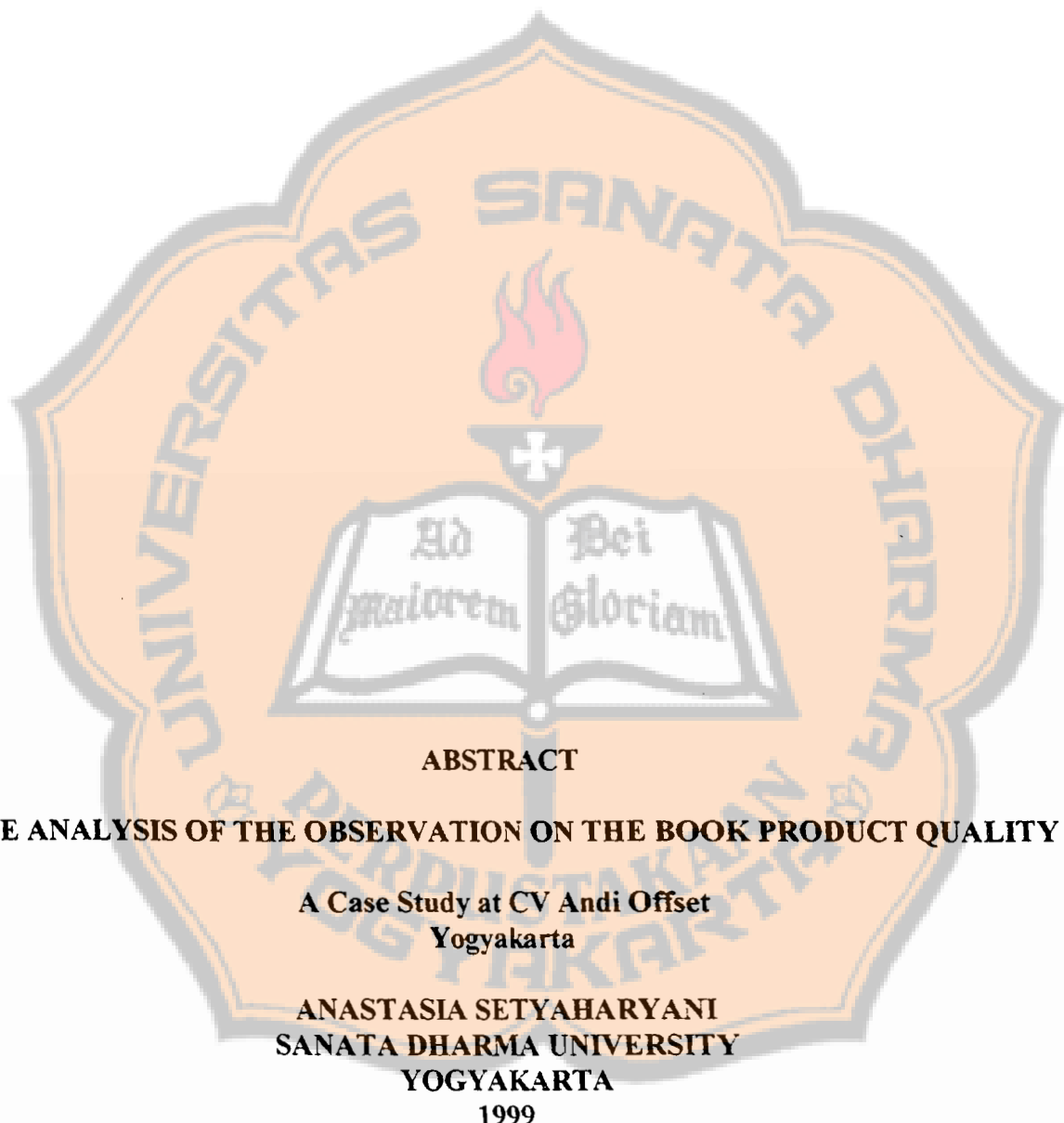
**ANALISIS PENGAWASAN KUALITAS PRODUK BUKU  
Studi Kasus Pada CV Andi Offset  
Yogyakarta**

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Pengawasan kualitas merupakan alat bagi manajemen untuk memperbaiki kualitas produk bila diperlukan, mempertahankan kualitas produk yang sudah tinggi dan mengurangi jumlah produk yang rusak.

Penelitian ini bertujuan untuk mengetahui apakah proporsi produk rusak pada buku yang diproduksi oleh perusahaan selama tiga tahun lebih besar dibandingkan dengan proporsi produk rusak berdasar standar perusahaan.

Penelitian ini dilakukan dengan studi kasus di CV Andi Offset. Penelitian studi kasus yaitu suatu penelitian terhadap objek tertentu yang populasinya terbatas, sehingga kesimpulan yang diambil berdasarkan penelitian ini hanya terbatas pada objek yang diteliti. Dari data yang terkumpul, dilakukan analisis data dengan



A quality observation is a good way in management to improve product qualities whenever it is needed, to defend product qualities which have been in the high level, and to reduce number of broken products.

This research aimed to know whether the broken product proportion of the produced books by the company in three years was bigger than the broken product proportion based on the company standard.

This research was done as a case study at CV. Andi Offset. The researcher used questionnaire for collecting data. From the gathering method, the data analysis was done using statistic method, that was control chart and descriptive approach.

Based on the data analysis, the result were : (1) the value of  $z = -12,78 < 1,64$ , it meant that the broken product proportion in three years was smaller than the broken product proportion based on the company standard. It meant that the quality observation which CV. Andi Offset did was good (controlled); (2) the rejected products, generally