

ABSTRAK
PENGENDALIAN KUALITAS BIJI KOPI ROBUSTA KERINCI PADA
KANARI SOCIETY AND SPACE
Studi pada Kanari Society and Space

Guido Batista
Universitas Sanata Dharma
Yogyakarta
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Kanari Society and Space merupakan perusahaan yang bergerak dibidang kedai kopi. Kanari Society and Space memiliki tujuan untuk mengenalkan kepada pelanggan tentang proses seduh manual, dimana cita rasa proses seduh manual dihasilkan dari biji kopi itu sendiri. Biji kopi akan mengeluarkan cita rasa ketika sudah melalui proses sangrai. Salah satu penentu kualitas biji kopi ketika proses sangrai. Pada kenyataannya, di Kanari Society and Space masih menunjukkan tingkat kerusakan biji kopi robusta Kerinci pada proses sangrai yang fluktuatif dan bahkan seluruh proses sangrai melebihi batas kendali. Analisis pengendalian kualitas dilakukan menggunakan lembar periksa, histogram, peta kendali p, diagram pareto, dan diagram analisis sebab akibat. Hasil analisis dari peta kendali p menunjukkan titik fluktuasi masih tinggi dan tidak beraturan, serta seluruh titik berada di luar batas kendali. Analisis diagram pareto, prioritas perbaikan yang perlu dilakukan adalah jenis kerusakan gosong dengan persentase 41%, diikuti dengan timbul bercak hitam pada biji kopi robusta Kerinci dengan persentase 40%, dan yang terakhir perbedaan kematangan pada lapisan luar dan dalam biji kopi robusta Kerinci dengan persentase 19%. Melalui analisis diagram sebab akibat dapat diketahui faktor penyebab kerusakan berasal dari faktor pekerja atau karyawan, mesin atau peralatan, bahan baku, dan metode, sehingga Kanari Society and Space dapat mengambil tindakan pencegahan dan perbaikan agar dapat menekan tingkat kerusakan bahkan menghilangkan, guna meningkatkan kualitas produk yang lebih baik.

Kata kunci : Pengendalian kualitas, Tingkat kerusakan, Manajemen Mutu Terpadu.

ABSTRACT
QUALITY CONTROL OF KERINCI'S ROBUSTA COFFEE BEANS AT
KANARI SOCIETY AND SPACE
A study at Kanari Society and Space

Guido Batista
Sanata Dharma University
Yogyakarta
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Kanari Society and Space is a company engaged in the coffee shop. Kanari Society and Space has the goal of introducing customers to the manual brewing process, where the taste of the manual brewing process is produced from the coffee beans themselves. Coffee beans will bring out their flavours when they have gone through the roasting process. One of the determinants of the quality of coffee beans is the roasting process. In fact, the Kanari Society and Space still shows the level of damage to the Kerinci Robusta coffee beans in the fluctuating roasting process and even the entire roasting process exceeds the control limit. Quality control analysis was carried out using check sheets, histograms, control p charts, pareto charts, and cause and effect diagrams. The results of the analysis of the control p chart show where the fluctuation points were still high and irregular, and all points were outside the control limits. Pareto chart analysis, the priority for improvement that needs to be done was the type of overdeveloped damage with a percentage of 41%, followed by scorching with a percentage of 40%, and finally the difference in underdeveloped with a percentage of 19 %. Through the analysis of cause and effect diagrams, it could be seen that the factors that cause damage came from workers or employees, machines or equipment, raw materials, and methods, so that Kanari Society and Space can take preventive and corrective actions in order to reduce the level of damage and even eliminate it, in order to improve product quality better.

Keywords : Quality Control, Level of Damage, Total Quality Management.