ABSTRAK

ANALISIS PENGENDALIAN KUALITAS UNTUK MEMINIMALKAN PRODUK CACAT DENGAN MENGGUNAKAN METODE STATISTICAL QUALITY CONTROL (SQC)
(Studi Pada Usaha Sarang Burung Walet Bapak V Edianto
di Kabupaten Sintang, Kalimantan Barat)

Julvensius Egi Setiawan
Prodi Manajemen
Fakultas Ekonomi
Universitas Sanata Dharma
Yogyakarta
2024

Penelitian ini bertujuan untuk mengetahui: (1) pengendalian kualitas usaha Sarang Burung Walet, (2) tingkat kerusakan produk Sarang Burung Walet, (3) penyebab cacat produk pada Sarang Burung Walet. Pada penelitian ini menggunakan metode kualitatif yang pengambilan data dengan melakukan wawancara ataupun observasi lapangan. Subyek penelitian ini yaitu pemilik usaha, 1 karyawan yang mewakili pengambilan data informasi pada Sarang Burung Walet Bapak V. Edianto dan 1 konsumen yang membeli produk Sarang Burung Walet. Objek penelitian ini yaitu pengendalian kualitas dengan menggunakan metode *Statistical Quality Control*. Metode analisis data yang digunakan yaitu mengumpulkan lembar periksa (*check sheet*), peta kendali (*control charts*), faktor penyebab kecacatan (*fishbone diagram*) dan usulan perbaikan kualitas. Hasil penelitian menunjukkan bahwa; (1)Peta kendali *(control charts)* menunjukkan tidak terkendali, karena masih ada titik yang berada diluar batas kendali, (2) Histogram tingkat kerusakan sarang burung walet pada sarang burung walet berjamur sebanyak 40,50 gram, perubahan bentuk pada sarang burung walet sebanyak 40 gram dan sarang burung walet berhama sebanyak 51,5 gram; (3) Diagram sebab akibat *(fishbone diagram)* menunjukkan bahwa faktor penyebab kecacatan dalam proses produksi Sarang Burung Walet berasal dari faktor pekerja, metode kerja, material/bahan baku dan lingkungan kerja.

Kata kunci : Peta kendali, Histogram, Diagram Sebab Akibat

ABSTRACT

ANALYSIS QUALITY CONTROL TO MINIMIZE DEFECTIVE PRODUCTS USING METHOD STATISTICAL QUALITY CONTROL (SQC)
(Study of Mr. V Edianto's Swiftlet's Nest Business in Sintang Regency, West Kalimantan)

Julvensius Egi Setiawan
Management Study Program, Economics Faculty
Sanata Dharma University
Yogyakarta
2024

This study aims to determine: (1) Controlling the quality of the swiftlet's nest business, (2) The level of damage or defects in swiftlet's nest products, (3) The causes of product defects in swiftlet's nest. This research uses a qualitative method that collects data by conducting interviews or field observations. The subjects of this research were the business owner, 1 employee who represented information data collection on Mr. V. Edianto's Swiftlet's Nest and 1 consumer who purchased the swiftlet's nest product. The object of this research is quality control using statistical quality control methods. The data analysis method used is collecting check sheets, control charts, factors causing defects (fishbone diagrams) and quality improvement proposals. The research results show that; (1) The control chart shows that it was not under control, because there were still points outside the control limits, (2) The histogram of the level of damage to the swiftlet's nest in the swiftlet's nest showed the existence of mold as much as 40.50 grams, the change in shape of the swiftlet's nest as much as 40 grams and 51.5 grams of pest in swallow's nest; (3) The cause and effect diagram (fishbone diagram) showed that the factors causing defects in the swiftlet's nest production process came from worker factors, work methods, materials/raw materials and the work environment.

Keyword : Control Charts, Histogram, Fishbone Diagram