ANALISIS PENGENDALIAN KUALITAS PRODUK KAOS MENGGUNAKAN METODE *STATISTICAL PROCESS CONTROL* (SPC) PADA ZANOUS SKATESURF BANDUNG

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ABSTRAK

Zanous Skatesurf merupakan perusahaan yang bergerak di bidang *clothing line* di kota Bandung. Perusahaan masih mengalami kecacatan produk yang melebihi batas toleransi perusahaan. Tujuan dari penelitian ini yaitu untuk mengetahui pengendalian kualitas, mengidentifikasi faktor-faktor penyebab kecacatan dan penerapan metode *Statistical Process Control* (SPC).

Metode penelitian yaitu metode deskriptif dengan pendekatan kualitatif. Pengumpulan data meggunakan wawancara, observasi, dan dokumentasi. Pengolahan data dilakukan dengan menggunakan alat bantu berupa *flowchart*, *fishbone* diagram, *checksheet*, histogram, peta kendali p, dan diagram pareto.

Berdasarkan hasil penelitian bahwa pengendalian kualitas dilakukan mulai dari bahan baku, proses produksi sampai barang jadi. Kecacatan produk disebabkan karna faktor manusia, metode, bahan baku, mesin, dan lingkungan. Terdapat tiga jenis cacat yang terjadi di Zanous yaitu cacat sablon, cacat jahit dan cacat bahan. Berdasarkan hasil dari peta kendali p diketahui bahwa batas atas (UCL) sebesar 0,0249 garis tengah (CL) sebesar 0,0158 dan batas bawah (LCL) sebesar 0,0066. Pada grafik kendali p terdapat titik yang melebihi batas UCL yaitu pada periode 6. Hasil analisis menggunakan diagram pareto bahwa prioritas perbaikan yang harus dilakukan perusahaan yaitu pada cacat sablon.

Kata Kunci: Peta kendali p, produk cacat, pakaian kaos.

ANALYSIS OF QUALITY CONTROL OF T-SHIRT PRODUCTS USING STATISTICAL PROCESS CONTROL (SPC) METHOD IN ZANOUS SKATESURF BANDUNG

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ABSTRACT

Zanous Skatesurf is a business engaged in the clothing line at Bandung. The company still has product defects that exceed the company's tolerance limits. The purpose of this study is to determine quality control, identify factors are causing the defected product and the application of Statistical Process Control (SPC) methods.

The research method is a descriptive method with a qualitative approach. Data collection using interviews, observation, and documentation. Data processing is performed using tools such as flowchart, fishbone diagram, checksheet, histogram, p control chart, and Pareto diagram.

Based on the results of the study that quality control is carried out starting from raw materials, production processes to finished goods. Product defects are caused by human factors, methods, material, machines, and the environment. There are three types of defects that happen in Zanous, that is screen printing defects, sewing defects, and material defects. Based on the results of the control chart p, it is known that the upper control limit (UCL) is 0.0249 center limit (CL) is 0.0158 and the lower control limit (LCL) is 0.0066. In the p chart, there is a point that exceeds the UCL limit, which is in period 6. The results of the analysis use a Pareto diagram that the priority of the improvement that must be done by the company is on screen printing defects.

Keywords: P chart, deffect product, t-shirt.