ANALISIS PENGENDALIAN KOMPLAIN PENGIRIMAN PRODUK *FINISH GOOD* DENGAN PENDEKATAN *STATICTICAL QUALITY CONTROL* (SQC) (STUDI KASUS: PT. DUA KELINCI, PATI, JAWA TENGAH)

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ABSTRAK

Pengendalian kualitas merupakan hal penting dalam proses bisnis sebuah perusahaan untuk mengetahui tindakan penyimpangan terhadap suatu aktivitas yang bisa mempengaruhi kualitas suatu produk. PT. Dua Kelinci merupakan perusahaan manufaktur bergerak dalam bidang *food industry*. Dalam kurung tahun 2020 terdapat 474 *item kasus* komplain pengiriman *finish good* dengan jumlah produk sebanyak 2003 satuan. Produk Sukro Ori 20 Gr dan Tic Tac Sapi SP PG 18 Gr merupakan produk yang memiliki persentase komplain tertinggi. Penelitian yang dilakukan menggunakan pendekatan SQC (*Statistical Quality Control*) mulai proses *packing*, *transfe*r, *storage* hingga *loading*. Hasil analisis *pareto diagram* menunjukkan komplain jumlah muat merupakan komplain yang paling sering terjadi. Analisis *P-chart* menyatakan bahwa komplain tersebut berada dalam luar batas kendali (masih mengalami penyimpangan). Hasil identifikasi menggunakan *Value Stream Mapping* menunjukkan bahwa terjadi pemborosan pada nilai *Value Added Activity* (VA) dan *Necessary Non-Added Activity* (NNVA). Analisis *fishbone diagram* menunjukkan faktor-faktor yang menyebabkan komplain diantaranya kesalahan manusia (*man*), lingkungan kerja (*environment),* cara kerja (*method*), dan *materials* kesalahan manusia (*man*), lingkungan lingkungan (*environment),* cara kerja (*method*), dan *materials*. Lima mode kegagagalan terbesar yang merupakan penilain RPN pada *Failure Mode Effect* & *Analysis* yaitu diantaranya ketidaktelitian operator, kerusakan mesin Cing Fong, produk yang terkonsolidasi dalam satu pallet, identifikasi perbedaan *quantity* produk kertas inspeksi dengan pallet.

Kata kunci : Komplain Pengiriman, *Statistical Quality Control, P-chart, Value Stream Mapping, Fishbone Diagram, Failure Mode Effect & Analysis*

COMPLAINTS CONTROL ANALYSIS FOR THE DELIVERY OF GOOD FINISHES WITH A STATISTICAL QUALITY CONTROL (SQC) APPROACH (CASE STUDY: PT. DUA KELINCI, PATI, CENTRAL JAVA)

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ABSTRACT

Quality control is an important thing in a company's business processes to find out deviations from an activity that can affect the quality of a product. PT. Dua Kelinci is a manufacturing company engaged in the food industry. In the 2020 brackets, there are 474 items in the case of finishing good shipping complaints with a total of 2003 units of product. Sukro Ori 20 Gr and Tic Tac Beef SP PG 18 Gr are the products with the highest percentage of complaints. The research was conducted using the SQC (Statistical Quality Control) approach starting from the packing, transfer, storage and loading processes. The results of the Pareto diagram analysis show that loading and unloading complaints are the most frequent complaints. P-chart analysis states that the complaint is outside the control limits (still experiencing deviations). The results of identification using Value Stream Mapping indicate that there is a waste of Value Added Activity (VA) and Necessary Non-Added Activity (NNVA) values. Fishbone diagram analysis shows the factors that cause complaints including human error (man), work environment (environment), working method (method), and human error materials (man), environmental environment (environment), working method (method), and materials. The five biggest failure modes which are RPN assessments in Failure Mode Effect & Analysis include operator inaccuracy, Cing Fong machine damage, products that are consolidated in one pallet, identification of differences in the quantity of inspection paper products with pallets.

Keyword *: Shipping Complaints, Statistical Quality Control, P-chart, Value Stream Mapping, Fishbone Diagram, Failure Mode Effect & Analysis*