ABSTRAK

CV.Pilar Karya merupakan perusahaan yang bergerak dibidang percetakan, salah satu hasil produksinya adalah kemasan cake yaitu kemasan solim. Dalam penelitian ini upaya perbaikan kualitas dilakukan menggunakan metode *Statistical Quality Control* (SQC). Analisis dilakukan menggunakan beberapa alat dari *seven tools*. Berdasarkan data dari CV.Pilar Karya yang dikumpulkan menggunakan *Check Sheet* terdapat lima jenis produk cacat seperti tulisan tidak jelas, warna kurang jelas, tulisan tidak tercetak, hasil pemotongan kurang rapi dan kertas terlipat. Berdasarkan diagram *pareto* diketahui jenis cacat paling dominan ada tiga jenis cacat yaitu tulisan tidak jelas, warna kurang jelas dan tulisan tidak tercetak, dari *flowchart* proses produksi cacat ditemukan wilayah perbaikan setelah dilakukan proses percetakan, kemudian dilakukan analisa pada proses produksi sebelumya menggunakan *fishbone* diagram, dari analisa *fishbone* diagram ditemukan ada 2 penyebab utama yaitu pada mesin cetak dengan permasalahan tinta tidak tercampur merata, motor air rusak, kompresor rusak dan pada manusia atau operator dengan permasalahan tidak pas menyetting mesin, pemasangan *plate* miring. Berdasarkan peta kendali p terlihat kegiatan proses produksi percetakan, kualitas produk yang dihasilkan tidak terkendali dengan baik sehingga terdapat produk cacat melebihi batas toleransi yang telah ditetapkan oleh perusahaan. Dari pengolahan menggunakan *scatter* diagram diketahui bahwa keterkaitan antara jumlah produksi dengan jumlah cacat produk meiliki hubungan korelasi positif. Setelah penyebab cacat diketahui selanjutnya dibuat rekomendasi perbaikan menggunakan konsep 5W+1H.

Kata Kunci :PengendalianKualitas, *Statistical Quality Control* (SQC), *Seven Tools,* 5W+1H

ABSTRACT

CV.Pilar Karya is a company engaged in printing, one of the products of which is cake packaging, namely solim packaging. In this study, efforts to improve quality were carried out using the Statistical Quality Control (SQC) method. Analysis was performed using several tools from seven tools. Based on data from CV.Pilar Karya collected using the Check Sheet, there are five types of defective products such as unclear writing, unclear colors, unprinted writing, sloppy cutting results and folded paper. Based on the Pareto diagram, it is known that the most dominant types of defects are three types of defects, namely unclear writing, unclear color and non-printed writing, from the flowchart of the production process defects are found after the printing process is carried out, then analysis is carried out on the previous production process using a fishbone diagram, from fishbone analysis The diagram found that there are 2 main causes, namely the printing machine with the problem of ink not being mixed evenly, the water motor is damaged, the compressor is damaged and in humans or operators with problems that do not fit the machine setting, the installation of the slanted plate. Based on the p control chart, it can be seen that the printing production process activities, the quality of the products produced are not well controlled so that there are defective products that exceed the tolerance limits set by the company. From processing using a scatter diagram, it is known that the relationship between the amount of production and the number of product defects has a positive correlation. After the cause of the defect is identified, recommendations for improvement are made using the 5W + 1H concept.

Keywords: Quality Control, Statistical Quality Control (SQC), Seven Tools, 5W + 1H