

## ***ABSTRACT***

*PT. Masscom Graphy is a company which operate in printing and publishing. The main product is Suara Merdeka newspaper which become the mainstay of the Central Java community. Since 2003, the company has obtained ISO 9001: 2000 as guarantee that the company has implemented a good quality management according to quality standards guidance in order to maintain consumer's confidence. In the production activity, the company always endeavor to produce a good product and reduce high product defects (misdruk) by setting a standards with 6% misdruk tolerance from total production. However, in the reality, misdruk levels fluctuate and sometimes exceeds the specified tolerance standards.*

*This study aims to determine the damage level of the company's products and quality control of the company's by using statistical assistance tools. Thus, the company can take precautionary and improvement measures to reduce the misdruk level and improve product quality. Analizing the quality control of product of the company can be done by using statistical assistance tools, its consist of check sheet, histograms, p-charts, pareto charts, and cause-effect diagram. P-charts is used to monitor whether the defective product is still in statistical control or not. Pareto charts is used to identify the dominant types of defects and to determine the improvement priority. The cause-effect diagram is used to find the factors that cause a damage in the production process. In order to facilitate better understanding for the further analysis, Check sheet and histograms were used in data presentation.*

*P-charts analysis results show that the process is in a uncontrollable state or still in deviate state. This can be seen from the control graph, where the graphic points on the graph fluctuate very high and irregular, and its are out from control limit. Based on pareto diagram, the improvement priority which need to be done are damage in the form of blurred color (28.31%), deviation from the register (19.79%) and the fitness of papers cut (19.50%). The cause-effect diagram analysis shows that misdruk factor arise from human/ workers factors, production machinery, work methods, materials/ raw materials and work environment.*

*Keywords: Quality Control, Statistical Assistance Tools, Misdruk*