

ABSTRACT

The quality is the basic factors of consumer decisions in choosing a product or service, so the quality is a determinant of business success, growth and improved competitive position. To ensure product quality meets the requirements of the customer, it is necessary to prevent a sufficient quality so that defective products are produced can be reduced. The purposes are: first, to identify defects for the product restrictions, secondly, to seek the causes of product defects that produced a defective product can be minimized.

This research was conducted at PT. Mazuvo Indo using a single production batch, rondo chair as a sample. The data collected is then processed to determine the tolerance limit of the product can be accepted or rejected, using control charts analysis-u and diagram causality. In the control chart analysis found that there are five points above the upper limit (UCL) which has been determined and there are twenty points are beyond the control limit (CL), so it can draw a conclusion that the quality control of PT. Mazuvo Indo still unfavorable. To determine the factors that influence the defective product is used causal diagrams obtained by interview and group discussions with QC manager, QC supervision, and human resource manager have been processed and then are used factor analysis to identify issues that most influence on the creation of product defects. Given this research, the company should improve quality control so that the number of defective products produced can be reduced and if this can be done then the company would be more optimal

Keywords: Quality Control, Product Defects, SPC, Cause and Effect Diagram, Problem Analysis.