ABSTRAK

Konsumendewasainilebihcerdasdalammemilihproduk yang manamenurutmerekaberkualitasuntukmemenuhikebutuhannya.Denganteknologi yang majusemakinpesat para konsumendapatmudahmendapatkaninformasi yang merekainginkan, bahkanmengetahuispesifikasiprodukberkualitas.Makauntukmenghasilkanprodukd engansebaik – baiknyadanmeminimalisasi,produkcacat, perusahaanperlumelakukanpengendaliankualitaspada proses – proses produksinya. *Black Style,*perusahaan yang bergerakdalambidangkonveksiperlumenggunakanpengendaliankualitaspada proses – proses produksinyauntukdapatmenghasilkanproduk yang sesuaidengankeinginankonsumen.

Penelitianinibertujuanuntukmengetahuipelaksanaanpengendaliankualitasdala m proses produksipakaiankaos di *Black Style,*faktor – faktor yang menyebabkanrusak/cacatnyaprodukdanbagaimanaperusahaaninimenanggulangima salah yang dapatmengatasipenyebabkegagalanproduknya.

Metodologipenelitian yang digunakanpadapenelitianiniadalahmetodedeskriptifanalisis.Wawancaradenganpiha kperusahaandilakukanuntukmengetahuisejauhmana proses pengendaliankualitasdilaksanakan. Kemudiandilakukanperhitungandenganmenggunakanbagankendali P untukmengetahuiapakah proses terkendalisecarastatistikatautidak. Identifikasicacatdominandenganmenggunakan diagram paretodanterakhirdilakukananalisispenyebabcacattertinggidengan diagram *fishbone.*

Hasilpenelitianiniadalahberdasarkan diagram pareto, persentasecacatterbesarberasaldarijeniscacat*benangjahitankendur*denganpersentas e 44% dan*tintasablonpudar*denganpersentase 32,5%. Kemudianmenggunakanbagankendali P dilihatdariperiodeOktober 2013 hinggaMaret 2014 menunjukan data terkendalisecarastatistik, namunterjadipeningkatankecacatanprodukpadabulanDesember ’13 hinggaMaret ’14 dimananilai P mendekatibatastengah*(CL)* 0,031312 atau 3,13%. Berdasarkan diagram *Fishbone,* faktorpenyebabcacat yang terjadiselama proses produksidisebabkanolehtenagakerja*(man),* bahanbaku*(material),* danmesin*(machine).*

Kata kunci: pengendaliankualitas, bagankendali P, Diagram Pareto, diagram *Fishbone*

ABSTRACT

These days, consumer are more picky about choosing products which will accommodate their needs. With more advance technology, consumer could retrieve information and product quality specification more easily. To create a better product and to reduce failed product, a company have to do quality control on its product process. Black Style, a company that runs on convection need to do quality control on its product process to create a product which will match the consumer need.

The purpose of this research is to know the process of quality control on clothing production in Black style, what factors resulting in damaged/failed products and how the company assorts the problem which will solve the current cause of product failure.

The methodology used in thisresearch is descriptive analysis method. To know how far the quality process need to be done, interview with the company was conducted. Next, to know if the process is controlled statistically or not, calculation was done in P controlling structure. Paretto diagram was done to identify dominant product failure and lastly fishbone diagram was done to analyze highest failure causes.

According to the result on Paretto diagram, this research indicates that the biggest failure percentage was coming from loose cloth sewing with the percentage of 44% and fading cloth print-ink with the percentage of 32,5%. Using P controlling structure, the period of October 2013 and March 2014 shows the company data was statistically controlled. Then, in December 2013 to March 2014, the increase of product failure was showing. The product Failure indicated the value of P reaches the Control Limits (CL) 0,031312 or 3,13%. According to the Fishbone diagram, the failure factors that happens along the production process was caused by man, material, machine.

Keywords: Quality control, P Controlling Organization, Paretto Diagram, Fishbone Diagram.