

STUDI PENGENDALIAN MUTU GARDEN FURNITURE DI PT ALIS JAYA CIPTATAMA, CEPER, KLATEN

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INTISARI

Teknik pengendalian mutu digunakan untuk meningkatkan kualitas produk, serta memonitor proses produksi untuk menjaga produk tetap dalam spesifikasi yang telah ditentukan, sehingga menekan kerugian akibat penolakan barang terjual. PT Alis Jaya Ciptatama merupakan perusahaan mebel yang berdiri pada tahun 1992 dan telah mampu menjual produknya ke negara Amerika Serikat, Belanda, Jerman, Perancis, Malagasy dan Norwegia. Penelitian ini bertujuan untuk mengetahui produk *garden furniture* PT Alis Jaya Ciptatama yang dinyatakan dalam batas-batas kendali statistik berdasarkan bagan pengendali; mengetahui faktor-faktor dalam proses produksi yang paling dominan mempengaruhi cacat produk *garden furniture*; serta mengetahui jenis cacat terbanyak yang berpengaruh terhadap kualitas *garden furniture*.

Penelitian dilakukan di lokasi produksi PT Alis Jaya Ciptatama, Klaten pada bulan Mei 2005 melalui pengumpulan data teknis terhadap produk jadi *garden furniture* yang didasarkan mutu standar produk PT Alis Jaya Ciptatama. Data yang diperoleh kemudian dihitung persen cacat; rata-rata persen cacat; standar deviasi; bagan pengendali berdasarkan n aktual, n rata-rata, *multiple limit* dan standarisasi; dibuat kurva kerja serta diagram tulang ikan.

Hasil penelitian menunjukkan bahwa bagan pengendali kualitas cacat plot atau fraksi cacat untuk bulan Maret, April dan Mei 2005 masih terkendali dalam peringatan. Namun, untuk bagan pengendali kualitas cacat teknis bulan Mei 2005 sudah dinyatakan tidak terkendali secara statistik. Jenis cacat yang paling banyak terjadi adalah cacat produk karena kadar air tidak sesuai standar, yaitu 8-14%. Selama bulan Mei 2005 cacat yang terjadi karena kadar air sebesar 18,382%. Faktor dominan penyebab produk *garden furniture* cacat adalah faktor manusia, seperti kondisi fisik, umur, jenuh karena pekerjaan yang bersifat rutin, emosional dan tekanan dalam pekerjaan yang dapat muncul dalam variasi kesempatan maupun variasi penugasan..

Kata kunci : *Garden furniture*, cacat plot, cacat teknis, variasi kesempatan, variasi penugasan

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THE QUALITY CONTROL STUDY OF GARDEN FURNITURE AT PT ALIS JAYA CIPTATAMA, CEPER, KLATEN

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ABSTRACT

Quality Control techniques is used to improve the product quality, and also to monitor the production process in which the product still in its specification, so that minim a loss obtained. PT Alis Jaya Ciptatama is a furniture company was established at 1992 and be able to sell the product to USA, Netherland, Germany, France, Malagasy and Norwegia. This research is aimed to know the quality of garden furniture, which was stated by statistic under control based on the control chart; to know the factor in production process which influenced dominant defect product of garden furniture; to know most kind of defect which influenced to quality of garden furniture.

This research was conducted in production area at PT Alis Jaya Ciptatama, Klaten on May 2005 with was technique data collection a finished product of garden furniture based on standard quality product at PT Alis Jaya Ciptatama. Then, the collection data were counted the defect percentages; the average of defect percentages; deviations standard; control chart based on n actual, n average, multiple limit and standarditation; make operating characteristics curva and fishbone diagram.

The result of the research showed that control chart of defect plot quality or defect fraction on Maret, April and May 2005 were still under control but in alert. But, for control chart of defect technique quality on May 2005 was out of control statistically. The most kind of defect happened was defect product caused moisture content is not appropriate with standard, there are 8-14%. During May 2005 the defect happened was caused moisture content are 18,382%. The dominant factor was caused defect product of garden furniture was human resources, like fisic condition, age, bored caused routinally work, emotional and under pressure in work which frequently apperared in chance variation or assignment variation.

Key words : Garden furniture, plot defect, technique defect, chance variation, assignment variation

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