

STUDI PENGENDALIAN MUTU *FURNITURE* DI CV BERKAT ABADI, JOMBOR, SLEMAN, YOGYAKARTA

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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. Penelitian ini bertujuan untuk mengetahui produk *furniture* CV Berkat Abadi yang dinyatakan dalam batas-batas kendali secara statistik berdasarkan bagan pengendali, untuk mengetahui jenis cacat terbanyak yang berpengaruh terhadap kualitas *furniture*, serta mengetahui faktor-faktor dalam proses produksi yang paling berpengaruh terhadap cacat produk *furniture* CV Berkat Abadi.

Studi pengendalian mutu ini dilakukan di CV Berkat Abadi yang berada di Jl. Kebon Agung No. 277, Jombor, Sleman, Yogyakarta, dimana pengambilan data dilakukan pada bulan April, Mei dan Juni 2006. Metode pengumpulan data dilakukan dengan dua cara yaitu riset lapangan dan riset pustaka. Riset lapangan merupakan usaha pengumpulan data yang dilakukan secara langsung di lapangan dengan cara wawancara, dokumentasi yang berupa foto-foto proses produksi yang dilakukan oleh perusahaan dan observasi. Sedangkan riset pustaka merupakan usaha untuk menambah informasi dengan literatur-literatur yang berhubungan dengan masalah yang dibahas seperti pengendalian mutu, bagan pengendali kualitas, atribut dan literatur-literatur lain yang berkaitan. Data yang diperoleh kemudian dihitung persen cacat, rata-rata persen cacat, standar deviasi, bagan pengendali dan kurva kerja.

Hasil penelitian menunjukkan bahwa bagan pengendali kualitas cacat plot atau fraksi cacat untuk bulan April, Mei, Juni 2006 dan cacat teknis bulan Juni 2006 tidak terkendali secara statistik. Lima jenis cacat yang paling banyak terjadi adalah cacat pewarnaan yang kurang merata sebesar 41,44%, cacat *top coat* tidak cerah/berkabut sebesar 13,51%, cacat hasil ampelasan masih kasar sebesar 10,81%, cacat warna finishing kayu tidak sesuai dengan sampel sebesar 10,81% dan cacat akibat perlakuan proses sebesar 9,91%. Cacat tersebut disebabkan oleh faktor bahan baku, mesin, lingkungan dan manusia.

Kata Kunci **Pengendalian mutu, *furniture*, cacat plot, cacat teknis dan bagan pengendali kualitas.**

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**THE QUALITY CONTROL STUDY OF *FURNITURE*
AT CV BERKAT ABADI, JOMBOR, SLEMAN,
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ABSTRACT

Quality control technique is used to improve the product quality, and also to monitor the production process in which the product still in its specification, so that minimum loss obtained. This research was aimed to know the quality of furniture statistically, to know most kind of defect which affecting to quality of furniture, and to know the factors in production process which affecting dominant defect product of furniture CV Berkata Abadi.

This quality control study was conducted at CV Berkata Abadi Kebon Agung Street No. 277, Jombor, Sleman, Yogyakarta. Data collection method was established in two ways-field research and library research. Field research was data collection effort, which was conducted directly by interviewing, collecting documentation such as several photographs of production process manufacture part of that industry, and the other observation. Meanwhile, library research was an effort to add information needed with literatures, which related to discussed problems such as quality control, quality control figure, other related to was attribute of literatures. Then, the collected data were counted the defect percentages, the average of defect percentages, deviation standard, control figure, and operation characteristic curve.

The result of the research showed that control chart of defect plot quality or defect fraction on April, May, June 2006 and technique defect on June 2006 were out of control statistically. The most five kinds of defects were unsmoothed finishing defect about 41,44% unclear top coat defect about 13,51%, rough polished defect about 10,81%, defect which is the colour of finishing is not appropriate with sample about 10,81%, and defect which is caused by processing treatment about 9,91%. Those defects were caused by raw materials, machines, environment and human resources factor.

Key words **Quality control, *furniture*, plot defect, technique defect, and quality control figure.**

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