

## STUDI PENGENDALIAN MUTU PRODUK FLOORING KAYU JATI PADA PT. TOBE UTAMA INDONESIA, TANGERANG SELATAN

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### INTISARI

Pada era pasar kompetitif saat ini, mutu produk kayu olahan menjadi faktor utama yang menentukan keberhasilan perusahaan sehingga diperlukan pengendalian mutu pada proses produksi. Penelitian ini bertujuan untuk mengidentifikasi cacat dan faktor penyebab cacat pada produk *flooring* kayu jati serta menganalisis penerapan sistem pengendalian mutu yang diterapkan di PT. ToBe Utama Indonesia. Metode pengumpulan data dilakukan melalui observasi langsung, wawancara, dan dokumentasi selama 30 hari kerja, lalu dianalisis menggunakan *Statistical Quality Control* (SQC) dengan *seven tools* seperti, *check sheet*, *defect concentration diagram*, *pareto diagram*, *histogram*, *scatter diagram*, *control chart*, dan *fishbone diagram*.

Hasil penelitian menunjukkan bahwa cacat yang ditemukan pada proses penggergajian yaitu gubal, retak, mata kayu, *blue stain*, dan doreng. Cacat-cacat disebabkan oleh menggunakan bahan baku dengan berbagai mutu dari tinggi ke rendah, faktor mesin, serta manusia. Pada proses pemotongan, cacat yang ditemukan berupa ketidaksesuaian ukuran, sudut/tepi tidak siku, sedangkan pada proses pembentukan cacat yang ditemukan ketidaksempurnaan lidah dan alur. Cacat pada proses pemotongan dan pembentukan disebabkan oleh faktor mesin yang kurang dikalibrasi dan beban kerja yang besar.

Pengendalian mutu yang diterapkan PT. ToBe Utama Indonesia dinilai efektif dan mampu menjaga kestabilan proses produksi, terbukti dari hasil *control chart* yang menunjukkan bahwa variasi cacat masih dalam batas kendali dan penerapan sistem pengendalian mutu berbasis statistik mampu mendeteksi mutu produk yang dihasilkan. Saran kedepannya bagi industri mencakup peningkatan mutu bahan baku, pelatihan manajemen mutu, serta pemeliharaan mesin secara rutin.

Kata Kunci: *Statistical Quality Control*<sup>1</sup>, *Flooring* Kayu Jati<sup>2</sup>, Cacat Penggergajian<sup>3</sup>, Cacat Pemotongan<sup>4</sup>, Cacat Pembentukan<sup>5</sup>

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## QUALITY CONTROL STUDY OF TEAK WOOD FLOORING PRODUCT AT PT. TOBE UTAMA INDONESIA, SOUTH TANGERANG

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### ABSTRACT

*In today's competitive market, the quality of wood products is a key factor in determining a company's success, making quality control in the production process essential. This study aims to identify defects and their causes in teak flooring products and analyze the implementation of quality control systems at PT. ToBe Utama Indonesia. Data collection methods included direct observation, interviews, and documentation over 30 working days, followed by analysis using Statistical Quality Control (SQC) with seven tools such as, check sheet, defect concentration diagram, pareto diagram, histogram, scatter diagram, control chart, and fishbone diagram.*

*The results of the study showed that the defects found in the sawing process were sapwoods, cracks, knots, blue stains, and discoloration. These defects were caused using raw materials of varying quality, from high to low, machine factors, and human factors. In the cutting, the defects found include size inconsistencies, non-right angles/edges and shaping process, while in shaping the defects that were found are imperfections in the tongue and groove. Defects in the cutting and shaping process are caused by poorly calibrated machinery and heavy workloads.*

*The quality control implemented by PT. ToBe Utama Indonesia is considered effective and capable of maintaining production process stability, as evidenced by control chart results showing that defect variations remain within control limits and the application of a statistical quality control system can detect the quality of the products produced. Future recommendations for the industry include improving raw material quality, quality management training, and regular machine maintenance.*

*Keywords: Statistical Quality Control<sup>1</sup>, Teak Wood Flooring<sup>2</sup>, Sawing Defects<sup>3</sup>, Cutting Defects<sup>4</sup>, Shaping Defects<sup>5</sup>*

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