

## **STUDI PENGENDALIAN MUTU PRODUK *TEAK OVAL SINK* PADA CV. JEPARA ASIA MAS FURNITURE**

Keisha Aurelia Elfa Roisa<sup>1</sup>, Tomy Listyanto<sup>2</sup>

### **INTISARI**

Industri kayu diharapkan terus mempertahankan dan meningkatkan kualitas produknya agar mampu bersaing di pasar global, termasuk CV. Jepara Asia Mas Furniture yang memproduksi produk wastafel berbahan kayu jati berbentuk oval (*teak oval sink*). Produk ini merupakan salah satu produk unggulan perusahaan dengan permintaan tinggi, terutama di pasar Amerika dan Eropa. Namun, pada proses produksi pasca pengeringan seperti pembuatan komponen, *assembling*, dan *finishing* masih sering dilakukan perbaikan (*rework*) akibat ketidaksesuaian mutu. Penelitian ini bertujuan untuk mengidentifikasi cacat dan faktor penyebab cacat pada produk *teak oval sink* dan menganalisis sistem pengendalian mutu pada tahapan produksi tersebut.

Penelitian dilaksanakan selama 30 hari kerja, pengambilan data dilakukan dengan observasi, wawancara, dan dokumentasi. Data dianalisis menggunakan metode *seven qc tools* seperti *check sheet*, *defect concentration diagram*, *pareto diagram*, *histogram*, *scatter diagram*, *statistical quality control*, dan *fishbone diagram*.

Hasil penelitian menunjukkan bahwa cacat yang ditemukan pada proses pembuatan komponen, *assembling*, dan *finishing* meliputi cacat retak, permukaan tidak rata, berlubang, mata kayu, sambungan tidak rata, kesesuaian warna, serta kejernihan dan kilap permukaan. Peta kendali (p-chart) menunjukkan bahwa proses *assembling* dan *finishing* belum berada di batas kendali statistik. Hasil analisis *scatter diagram* menunjukkan bahwa jumlah cacat tidak berkaitan langsung dengan jumlah volumen produksi, melainkan lebih dipengaruhi oleh faktor manusia, mesin, kualitas bahan baku, metode, dan kondisi lingkungan area kerja sebagaimana teridentifikasi melalui *fishbone diagram*.

**Kata kunci:** *teak oval sink*, pengendalian mutu, *seven tools*, cacat produk

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<sup>1</sup> Mahasiswa Fakultas Kehutanan UGM

<sup>2</sup> Staff Pengajar Fakultas Kehutanan UGM

## **A QUALITY CONTROL OF TEAK OVAL SINK PRODUCT AT CV. JEPARA ASIA MAS FURNITURE**

Keisha Aurelia Elfa Roisa<sup>1</sup>, Tomy Listyanto<sup>2</sup>

### **ABSTRACT**

*The wood industry is expected to continuously maintain and improve product quality in order to remain competitive in the global market, including CV. Jepara Asia Mas Furniture, which produces an oval shaped wooden washbasin made from teak wood (teak oval sink). This product is one of the company's flagship products with high demand, particularly from the American and European markets. However, in the post-drying production processes, such as component manufacturing, assembling, and finishing rework is still frequently carried out due to quality nonconformities. This study aims to identify defects and their causal factors in teak oval sink products and to analyze the quality control system at those production stages.*

*The study was conducted over 30 working days. Data were collected through observation, interviews, and documentation. Data were analyzed using the seven QC tools method, comprising check sheet, defect concentration diagram, pareto diagram, histogram, scatter diagram, statistical quality control, and fishbone diagram.*

*The results revealed that defects found in the component manufacturing, assembling, and finishing stages include cracking, uneven surface, holes, wood knots, uneven joints, color conformity defects, as well as clarity and surface gloss defects. The control chart (p-chart) indicated that both the assembling and finishing processes had not yet achieved statistical control. The scatter diagram analysis showed that the number of defects was not directly related to production volume, but was instead more influenced by human factors, machinery, raw material quality, methods, and working environment conditions, as identified through the fishbone diagram.*

**Keywords:** *teak oval sink, quality control, seven qc tools, wood furniture defects*

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<sup>1</sup> Student of faculty of forestry UGM

<sup>2</sup> Lecturer of faculty of forestry UGM