IMPLEMENTATION OF SPC (STATISTICAL PROCESS CONTROL) IN CONTROLLING THE QUALITY OF SWEET BREAD IN ARMANDA BAKERY, JEMBER REGENCY
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ABSTRACK

Bread is one of the popular foods in Indonesia. Bread has been ranked third after rice and noodles as the staple food of Indonesian society. In all classes and segments, sales of bread increased. Armanda bakery is an the bread business in Jember Regency which was founded in October 2013. This study aims to analyze the quality of sweet bread so that the company can maintain and improve the quality of the sweet bread, this study uses the SPC (Statistical Process Control) where the tools used include control charts, Pareto diagrams, cause and effect diagrams, capabilities, and alternative solution tables. It is known that the control chart of the variables that have been researched is the out-of-content defect variable and the non-expanding variable. The results of the np control chart for the content-exit variable have no points that are outside the control limits, which means that they are well and statistically controlled. While the results of the control chart for the variable np do not expand, namely there are also no points that are outside the control limits, which means that they are well and statistically controlled. The process capability of the variable level of defect content comes out and does not expand, which is 98%, it can be concluded that Armanda Bakery can make sweet bread in accordance with the certification and company standards. The Pareto diagram shows that the errors that often occur are fill-out defects with a total defect frequency of 164 and a percentage of 91%, while non-expanding defects only have a total defect frequency of 17 and a percentage of 9%. While the Ishikawa diagram shows that the problems faced by Armanda Bakery are caused by human factors, methods, and machine.

Keywords : *Bread, SPC*