

***ANALYSIS OF STANDARD OPERATING PROCEDURE (SOP) DESIGN
IN THE ROBUSTA COFFEE PRODUCTION PROCESS IN
UMKM MACRO COFFEE ROASTERY JEMBER***

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ABSTRACT

A standard operating procedure (SOP) is a guideline that contains the steps or stages of a process that will be used to achieve company goals. This research aims to design and implement a Standard Operating Procedure (SOP) in the robusta coffee production process and evaluate this implementation using qualitative and quantitative research methods. Data collection for this research used interviews, observation, and data collection on product defects before and after implementing the SOP. The results of this research are (1) the robust coffee production process at UMKM Macro Coffee Roastery, namely preparation of raw materials, roasting, tempering/cooling, grinding, and packaging. (2) The SOP documents designed are SOP for raw material preparation, roasting/roasting SOP, tempering/cooling SOP, grinding/milling SOP, and packaging SOP. (3) Evaluation of the implementation of the Standard Operating Procedure (SOP) using the Chi Square Test: there is a change between product defects before the implementation of the SOP and after the implementation of the SOP, namely product defects from 53.60 to 24.26.

Keywords : robust coffee, Standard Operating Procedure, Chi Square Test