

***Analysis of Product Quality Control of Banana Bolen Cake Using  
Statistical Process Control (SPC) Method at DKM Cake &  
Cookies, Jember Regency***

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**ABSTRACT**

*DKM Cake & Cookies is a bakery business that has been producing cakes since 2011 and has been selling various baked goods, one of which is the popular banana bolen. Banana bolen is a snack typically made by wrapping bananas with dough and then baking them. This study aims to analyze the implementation of quality control using the Statistical Process Control (SPC) method for banana bolen products at DKM Cake & Cookies and to analyze the factors causing product defects. Based on observations conducted 20 times, it is found that on the np control chart, there are no points outside the control limits. The production process capability at DKM Cake & Cookies for each attribute, namely size consistency, ripeness, and cleanliness, is 72.8%, 94.5%, and 91.6%, respectively, with the highest frequency of defects occurring in the size consistency attribute due to human factors, methods, and environment.*

**Key Words :** *Banana Bolen, Quality Control, Statistical Process Control*