

Analysis of Cassava Chip Quality Control Using the Statistical Quality Control (SQC) Method at the Ikm Gazal Makmur Ibu Anggi in Probolinggo Regency.

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ABSTRACT

This study is motivated by quality issues at IKM Gazal Makmur, characterized by high rates of product defects due to the absence of standardized quality control measures. This study aims to implement a quality control process for cassava chips using the Statistical Quality Control (SQC) method. The research method employed is descriptive quantitative, with a simple random sampling technique of 10% of the total daily production population. The results indicated that the production process at IKM Gazal Makmur is currently out of statistical control. Based on the Pareto Diagram, broken defects were found to be the most dominant type of defect, averaging 44.83%, followed by color and texture defects. Process capability analysis yielded a Cp value of 0.164 and a Cpk value of 0.111, indicating that the current production process is not capable of meeting the desired specification standards. Through the Fishbone Diagram, the root causes of defects were identified as human factors lack of meticulousness, method factors absence of standardized operating procedures, material factors unstable quality of raw materials, machine factors suboptimal performance, and environmental factors. The proposed improvement recommendations include standardizing the slicing stage, utilizing thermometers to control frying temperatures, and providing training for workers on better product handling techniques to minimize defect rates.

Keywords: *Quality Control, Cassava Chips, Statistical Quality Control (SQC), Process Capability, Defect Analysis.*