

***Application Of Statistical Process Control (SPC) Method In Controlling Bagiak
Product Quality At UD Ardial In Banyuwangi Regency***

Wenny Dhamayanthi, S.E., M.Si. (*Chief Counselor*)

Sayu Syaqla Septiani

Agroindustry Management Study Program

Departement of Agribusiness Management

ABSTRACT

UD Ardial is a Banyuwangi specialty store that produces various traditional products such as banana chips, banana sale, klemben, and bagiak. Bagiak is the most sought-after product by consumers because of its distinctive taste and texture. As a tourist area visited by many tourists, competition among local specialty store in Banyuwangi is getting tighter. This requires UD Ardial to maintain their customer satisfaction by maintaining and improving the quality of their products. This study aims to analyze product defects in the variables of integrity, color, and uniformity of size, as well as to determine the factors causing product defects using Statistical Process Control (SPC) methods in the form of control charts, Pareto diagrams, process capabilities, and cause-and-effect diagrams. The results of this study indicate that there are still quality variables for bagiak that are not statistically controlled. However, UD Ardial's ability to produce bagiak products that meet standards is optimal. The factors that cause defects in bagiak products are human factors, methods, machines, and materials. The main problem that most influences the quality of bagiak products is the burnt color variable.

Keywords: Bagiak, Quality Control, Statistical Process Control