

**QUALITY CONTROL ANALYSIS OF CUTELLA PRESTO CASSAVA CHIPS
PRODUCT USING STATISTICAL QUALITY CONTROL (SQC) METHOD
AT UD BIMA, JEMBER REGENCY**

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ABSTRACT

Quality control is an effort undertaken by a company to ensure that its products meet established quality standards. UD Bima, a cassava chips processing enterprise located in Jember Regency, continues to face quality-related issues, including broken chips, inconsistent thickness, and non-uniform color, which may reduce customer satisfaction. This study aimed to identify the existing quality control practices for cassava chips, analyze the implementation of the Statistical Quality Control (SQC) method, and propose improvement strategies based on the causes of product defects. This research employed a descriptive quantitative approach using a sample of 396 grams observed over 25 production periods. The data were analyzed using SQC tools, including check sheets, p-control charts, Pareto diagrams, and Fishbone diagrams. The results showed that, during the 25 observations, a total sample of 9,900 grams was collected, with 466 grams of defective products, resulting in an average defect rate of 4.7%. The identified defects consisted of color defects amounting to 176 grams (37.77%), broken chips totaling 165 grams (35.41%), and inconsistent thickness totaling 125 grams (26.82%). The p-control chart analysis indicated that all observation points were within the statistical control limits, with a Central Line (CL) of 0.047, an Upper Control Limit (UCL) of 0.079, and a Lower Control Limit (LCL) of 0.015, indicating that the production process was statistically under control. Based on the Fishbone diagram analysis, the main causes of defects were related to human, method, machine, and material factors. The proposed improvements include enhancing workers' accuracy, standardizing production processes, controlling frying temperature, and implementing more consistent raw material selection.

Keywords: *Quality Control, Statistical Quality Control (SQC), Cassava Chips, P-Control Chart, Fishbone Diagram.*