

## ABSTRAK

Pelaksanaan kegiatan pengendalian kualitas sangat berkaitan dengan standar kualitas yang ditetapkan perusahaan. Untuk itu perusahaan perlu melakukan pengendalian dan pengawasan secara intensif dan terus menerus pada proses produksi. Kegiatan proses produksi yang baik yaitu mengkombinasikan faktor-faktor produksi antara lain : bahan baku, tenaga kerja, mesin-mesin dan peralatan perencanaan produk sebagai pedoman untuk melaksanakan proses produksi. CV. Jaya Paving Block adalah memproduksi 3 jenis produk yaitu *paving block* hexagon, *paving block conblock* model batubata, dan *grassblock* lubang 8. Penelitian ini bertujuan untuk mengidentifikasi faktor-faktor yang menyebabkan kecacatan produk *paving block* serta menerapkan metode SQC (*Statistical Quality Control*) guna meningkatkan kualitas produk pada CV. Jaya Paving Block. Berdasarkan hasil analisis, ditemukan empat faktor utama penyebab kecacatan produk, yaitu faktor manusia, metode, material, dan mesin. Faktor manusia mencakup kurangnya pengawasan dan ketelitian, sementara metode yang kurang optimal, kualitas material yang rendah, serta kondisi mesin yang tidak sesuai, turut berkontribusi terhadap tingginya jumlah produk cacat. Penggunaan metode SQC, seperti *check sheet*, histogram, diagram *Pareto*, *scatter* diagram, *control chart*, dan *fishbone* diagram. Memungkinkan perusahaan untuk mengidentifikasi dan mengatasi penyebab cacat secara efektif. Implementasi usulan perbaikan dari hasil analisis diharapkan dapat meningkatkan stabilitas proses produksi, mengurangi tingkat kecacatan, dan menghasilkan *paving block* yang berkualitas lebih tinggi, sehingga meningkatkan kepuasan pelanggan.

**Kata Kunci** : *Pengendalian Kualitas, Peta Kendali P, Statistical Quality Control (SQC)*

## **ABSTRACT**

*The implementation of quality control activities is closely related to the quality standards set by the company. For this reason, the company needs to carry out intensive and continuous control and supervision of the production process. Good production process activities combine production factors including raw materials, labor, machines and product planning equipment as a guideline for carrying out the production process. CV. Jaya Paving Block produces 3 types of products, namely hexagon paving blocks, brick model conblock paving blocks, 8-hole grass blocks. This study aims to identify factors that cause defects in paving block products and apply the SQC (Statistical Quality Control) method to improve product quality at CV. Jaya Paving Block. Based on the results of the analysis, four main factors causing product defects were found, namely human factors, methods, materials, and the environment. Human factors include lack of supervision and accuracy, while less than optimal methods, low material quality, and inappropriate environmental conditions also contribute to the high number of defective products. The use of SQC methods, such as check sheets, histograms, Pareto diagrams, scatter diagrams, control charts, and fishbone diagrams, allows companies to identify and address the causes of defects effectively. Implementation of proposed improvements from the analysis results is expected to increase the stability of the production process, reduce the level of defects, and produce higher quality paving blocks, thereby increasing customer satisfaction.*

**Keywords:** *Quality Control, P Control Chart, Statistical Quality Control(SQC)*