

## **ABSTRACT**

*The current industrial competition conditions are not only competing with local companies, but also with foreign companies. Therefore, companies must have the ability to maintain consumer loyalty and satisfaction, one of which is by maintaining product quality. This study aims to analyze the level of defective products in Toilet Soap products and provide suggestions for improvements to reduce defects. Data analysis carried out to achieve the objectives is by the Statistical Process Control method with data in the form of the number of samples, defective products, and the work process that occurs. The data was obtained from the results of documentation, interviews, and also observations on the research object. From the analysis carried out, the dominant defect results were Unsmooth Surface with 53.80%. The causes of these defects consist of human factors, machines, methods, and materials. The proposals given in this study in an effort to reduce defective products are the adjustment of product quality standards, increasing standards and procedures for sorting soap noodles or raw materials, having a machine maintenance schedule to keep them in good condition, and adjusting SOPs and increasing employee knowledge regarding work procedures.*

**Keywords:** Toilet Soap, Defects, products, Quality, SPC