

## **ABSTRACT**

### **QUALITY CONTROL MANAGEMENT OF TEMPE PRODUCTS USING THE SEVEN TOOLS METHOD**

**(Case Study: Tempe Small and Medium Industry in Lempuyang Bandar  
Village, Central Lampung)**

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The Tempe Small and Medium Industry in Lempuyang Bandar Village in its process produces tempeh that is not as desired, so it is necessary to control product quality. This study aims to control the quality of tempe products using the seven tools method which consists of analysis using flow charts, check sheets, histograms, Pareto diagrams, control charts, scatter diagrams and fishbone diagrams. The results of the analysis using the seven tools in this study were carried out 10 times. The check sheet produced 3 types of tempe defects, namely black tempeh, eaten by insects, and unevenly cooked. The histogram and pareto diagrams show the number of product defects as many as 32 tempeh with uneven ripening defects, 31 tempeh eaten by insects and 23 black tempeh. Analysis with the control chart shows that there are no process variations that are outside the control limits, or the production process is still within the control limits. The scatter diagram shows the relationship between the number of circulation holes and the effect on the maturity of tempe during the fermentation process. Factors causing the failure of tempe production can be caused by 4 factors, namely human factors, materials, methods and environment.

**Key words** : quality, quality control, seven tools, tempe.

## ABSTRAK

### MANAJEMEN PENGENDALIAN KUALITAS PRODUK TEMPE MENGUNAKAN METODE *SEVEN TOOLS* (Studi Kasus: Industri Kecil Menengah Tempe di Desa Lempuyang Bandar, Lampung Tengah)

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Industri Kecil Menengah tempe di Desa Lempuyang Bandar dalam prosesnya menghasilkan tempe yang tidak sesuai dengan keinginan sehingga perlu dilakukan pengendalian kualitas produk. Penelitian ini bertujuan untuk melakukan pengendalian kualitas produk tempe menggunakan metode *seven tools* yang terdiri dari analisa menggunakan *flow chart*, *check sheet*, histogram, diagram pareto, *control chart*, *scatter diagram* dan *fishbone diagram*. Hasil analisa menggunakan *seven tools* pada penelitian ini dilakukan sebanyak 10 kali pengamatan, *check sheet* menghasilkan 3 jenis cacat tempe yaitu tempe berwarna hitam, dimakan serangga, dan matang tidak merata. Histogram dan pareto diagram menunjukkan jumlah cacat produk sebanyak 32 tempe cacat matang tidak merata, 31 tempe dimakan serangga dan 23 tempe berwarna hitam. Analisa dengan *control chart* menunjukkan tidak adanya variasi proses yang berada diluar batas kendali, atau proses produksi masih dalam batas pengendalian. *Scatter diagram* menunjukkan hubungan antara jumlah lubang sirkulasi berpengaruh terhadap kematangan tempe selama proses fermentasi. Faktor penyebab kegagalan produksi tempe dapat disebabkan oleh 4 faktor yaitu faktor manusia, material, metode dan lingkungan.

**Kata Kunci:** Kualitas, pengendalian kualitas, *seven tools*, tempe.