

ABSTRACT

Growth of world industry influence high competition inter company, in this phenomenon PT Sriwijaya Palm Oil Palembang also maintain CPO can resulting can accepted at market, so company side must be able make a good quality product, fir that process bad control of quality will influence to product who get that is bad too. In one way, use quality control is quality cost analysis method, where the method is result form of quality by human, machine, material, and others right information can be able to have a good product for customers. Purpose of this research is to know elements of quality cost and factor was influence in process control of quality in production CPO PT Sriwijaya Palm Oil Palembang, so can give some reason for maintenance useful also can result good product quality. In this research quality cost used amount Rp.12.361.706,- that is: prohibit cost amount Rp.7.716.667 or 62.55%, Mark cost amount Rp.1.097.539,- or at 9%, failed internal cost amount Rp.931.500,- or at 7.5%, and failed external cost amount Rp.2.616.000,- or at 21%. For factor was influence to control quality of production process CPO PT Sriwijaya Palm Oil Palembang that is, material factor, machine factor, human factor, environment factor, and method factor.

Keywords: Quality Cost Analysis, Quality Control