

ABSTRACT

STATISTICAL APPLICATION PROCESS CONTROL (SPC) FOR IMPROVING THE QUALITY OF COFFEE (Case in Man Coffee Pagaralam Small and Medium Enterprises)

Man Coffee is a small and medium industries that produce coffee powder. These SMEs processing coffee beans to be ground coffee as much as 220 kg per day. 220 kg of beans will produce 150 kg of powdered coffee. Preliminary observations indicate the quality of the coffee powder produced does not meet the quality standards indicators coffee beans when the water content exceeds 20% then said defects. coffee beans defective product at 37.142%. Factors that lead to defective products is human error, lack of good raw material, working method is wrong. This product defects identified by using fishbone diagrams. After creating a fishbone diagram the next step to make plans and targets, involving 5W + 1H (Why, What, When, Who, Where, and How). The implementation is to provide training using a water content, providing shade coffee, measure by using the tool, providing corresponding coffee drying space. After implementation, the percentage of disability moisture content of coffee beans fell by 18.571%.

Keywords: quality, fishbone diagrams, coffee beans, a water content.

