

ABSTRAK

Sepatu bordir merupakan produk yang memiliki nilai kreativitas tinggi dan keunikan namun kualitasnya sering terancam oleh berbagai faktor selama proses produksi. Linda Hasta Bordir hanya melakukan pengendalian kualitas pada tahap akhir produk jadi sehingga sulit mengidentifikasi tahapan proses yang menyebabkan cacat. Cacat yang sering terjadi meliputi bordiran tidak sesuai desain, jahitan menumpuk, dan bordiran putus. Penelitian ini bertujuan untuk mengidentifikasi faktor penyebab cacat, menerapkan SPC dalam mengontrol proses produksi, dan memberikan rekomendasi perbaikan guna peningkatan kualitas berkelanjutan. Dengan analisis pareto dan peta kendali c, ditemukan bahwa bordiran tidak sesuai desain (54,3%) dan bordiran putus (32,4%) adalah cacat utama. Peta kendali c menunjukkan bahwa bordiran tidak sesuai desain berada di luar kendali, sementara bordiran putus masih terkendali tetapi cenderung menuju kondisi tidak diinginkan. Faktor penyebab cacat termasuk pekerja, material, mesin, metode, pengukuran, dan lingkungan kerja. Rekomendasi perbaikan mencakup pelatihan pekerja mengenai teknik bordir, pemilihan benang yang tidak mudah putus, perawatan mesin dengan menambahkan pelumas sesuai jadwal, serta pengaturan pencahayaan agar mencapai minimal pencahayaan sebesar 500 lux untuk meningkatkan kualitas produk.

Kata kunci: Pengendalian kualitas, *Statistical Process Control*, *kaizen five-m checklist*

ABSTRACT

Embroidery shoes are products that have high creative value and uniqueness, but their quality is often threatened by various factors during the production process. Linda Hasta Bordir only performs quality control at the final stage of the finished product, making it difficult to identify the stages of the process that cause defects. Defects that often occur include embroidery that does not match the design, stitches piling up, and broken embroidery. This study aims to identify factors causing defects, apply SPC in controlling the production process, and provide improvement recommendations for continuous quality improvement. By pareto analysis and c control map, it was found that embroidery not according to design (54.3%) and broken embroidery (32.4%) were the main defects. The c control map shows that embroidery not according to design is out of control, while broken embroidery is still under control but trending towards the undesirable condition. Factors causing defects include workers, materials, machines, methods, measurements, and work environment. Recommendations for improvement include training workers on embroidery techniques, selecting threads that do not break easily, maintaining machines by adding lubricants on schedule, and adjusting lighting to reach a minimum of 500 lux to improve product quality.

Keywords: Quality control, Statistical Process Control, kaizen five-m checklist