

## ABSTRAK

*Thesis research was conducted by the Kediri Bakpia Latief IRT Industry with the aim of knowing that bakpia quality control was at the control limits, the most dominant type of disability in bakpia products and corrective actions in the bakpia production process. The study began in September to October 2018 using the old seven tools method. Data collected is in the form of secondary data and primary data obtained from observations and interviews and then processed using 7 (seven) quality control devices namely Flow Chart, Check Sheet, Histogram, P Charts, Scatter Diagrams, Pareto Diagrams, and Fisbone Diagrams. The Bakpia Latief Kediri IRT Industry was established in 2013 located at Jalan Sultan Agung, Kampung Dalam, Kediri. The production capacity at Bakpia Latief Kediri IRT in 2018 reaches 18,000 seeds per day with marketing areas in East Java, especially in the areas of Kediri, Tulungagung, Jombang and Nganjuk. Bakpia sold on the Latief Kediri bakpia IRT are of two types, wet bakpia and dry bakpia. There are 2 (two) types of defects in bakpia products produced which include cracks and burn defects. The control of bakpia with the criteria for crack defects has been controlled while the burn defect has not been well controlled, it is based on the presence of defective products that come out on the control boundary. The most dominant defect in bakpia products is charred defects with an average percentage of defects per day reaching 0.617% while in crack defects it reaches 0.219%. Bakpia Latief Kediri IRT has carried out the quality control process in production activities well but still has weaknesses, such as the absence of a raw material inspection process, there is no provision for the thick thickness of bakpia skin, and the absence of a temperature control device in the oven. The efforts made by the company to take action to improve the quality control of bakpia are by carrying out supervision and repairs to the control of raw materials, repair and maintenance of production machinery, implementation of the stages of the production process, and improvement of the worker's environment.*

**Keywords:** Quality Control, Product Defects, Seven Tool Method