

ABSTRACT

In the competition between competitors, showing the advantage of having business is going to be on business. Quality control is one of the determinants of success or failure for a business. Quality control is needed to maintain product quality. One method that can be used to measure product quality is by using Statistical Process Control (SPC).

Statistical Process Control (SPC) is a process used to monitor standards, make measurements, and also take remedial action while a product or service is in production. Control charts X bar and R charts are control charts to determine the average and distance on the control of the product produced in accordance with the control standards used by the company.

Research data by collecting data from four most popular pastry products in Farel Patisserie conducted for 23 days by collecting 5 samples from each product everyday. The technique of virgin analysis is done by using the tool contained in Statistical Process Control (SPC) in the form of control charts. From the results of research that has been done states that the weight of pastry dough is still there that is beyond the control limit.

Keywords: Quality Control; Statistical Process Control; Control Chart.