

Table Of Contents

STATEMENT SHEET	i
MOTTO AND OFFERINGS SHEET	ii
PREFACE	iii
ABSTRACT	v
ABSTRAK	vi
CHAPTER I INTRODUCTION	1
1.1 Description of Research Object	1
1.1.1 Vision and Mission	1
1.1.2 Company values	1
1.1.3 Company Culture	2
1.1.4 Business Process	2
1.2 Background	3
1.3 Problems identification	11
1.4 Objectives	11
1.5 The Scope of the Problem	12
1.6 Research Significance	12
1.7 Writing Structure	12
CHAPTER II LITERATURE REVIEW	13
2.1 Theoretical Basis	13
2.1.1 Operational Management	13
2.1.2 Quality Control	14
2.1.3 Quality Control Goals	16
2.1.4 Factors of Quality Control	17
2.1.5 The Steps of Quality Control	17
2.1.6 Types of quality control	18
2.2 Statistical Process Control	19
2.2.1 Check Sheet	20
2.2.2 Histogram	21
2.2.3 Flowchart	21
2.2.4 Pareto Chart	22

2.2.5	Scatter Diagram	22
2.2.6	Fishbone Diagram	23
2.2.7	Control Charts	23
2.3	Previous Research	26
2.3.1	Undergraduate Thesis	26
2.3.2	National Journal	30
2.3.3	International Journal	33
2.4	Framework	37
2.5	Hypothesis	38
CHAPTER III RESEARCH METHODOLOGY		39
3.1	Types of Reseach	39
3.2	Variable Operationalization	39
3.3	Population	40
3.4	Data Collection Technique	40
3.5	Data Analysis Techniques	41
CHAPTER IV RESEARCH RESULTS AND DISCUSSION		45
4.1	Factor that Affecting the Defect	45
4.2	Data Processing	46
4.2.1	Production Data of PT. Gaya Pantes Semestama	46
4.2.2	Analyze the Data Using Check sheet.....	47
4.2.3	Analyze using Diagram Pareto	48
4.2.4	Analyze with P Control Chart.....	50
4.2.5	Cause and Effect Diagram (Fishbone Diagram)	60
4.2.6	Discussion	63
CHAPTER V CONCLUSION AND SUGGESTION		66
5.1	Conclusion	66
5.2	Suggestion	66
References	68

