

**ANALYSIS OF THE PROCESS OF SHIPPING GOODS AT PT. SHOPEE
EXPRESS RUNGKUT DC EAST JAVA USING THE STATISTICAL QUALITY
CONTROL METHOD (SQC) AND FAILURE MODE AND EFFECT ANALYSIS
(FMEA)**

ABSTRACT

Shopee is an e-commerce that is growing very rapidly, the rapid growth that occurs makes the buying and selling cycle very high, this has an impact on the process of shipping goods managed by Shopee Express and which includes a branch of Shopee Express, namely PT Shopee Express Rungkut. Problems that often occur at PT Shopee Express Rungkut include delays in delivery time to be sent to the respective hub branch areas, damaged or lost goods, and claimed effects (compensation) which have increased every month by around 8 percent and almost 50 percent in the last two months. This research involves collecting data on various aspects of goods delivery, including delivery time, delivery accuracy, goods damage, and customer satisfaction using Statistical Quality Control methods at PT Shopee Express Rungkut. The way the problem is solved includes Data Check delivery distribution, Histogram, Statistical Hypothesis Test. The research results that will be obtained by using the Statistical Quality Control Failure Mode and Effect Analysis method can overcome delivery delays, damaged and lost goods, and also reduce the amount of compensation. The company can take the necessary corrective actions to improve efficiency and customer satisfaction and is expected to improve the quality of goods delivery services at PT Shopee Express Rungkut.

Keywords: *Quality Analysis, Goods Delivery Service, Statistical Quality Control(SQC), PT Shopee Express, Failure Mode and Effect Analysis (FMEA)*