

ABSTRACT

Twin Mankies Koffie House is a coffee shop and roastery in Depok City that focuses on processing Arabica coffee beans. Product quality is the main aspect that must be met before being distributed to consumers or distributors. However, the risk of quality degradation (defective products) still often occurs, especially at the roasting stage. Although various efforts have been made, such as routine maintenance and process supervision, the number of defective products still exceeds the established tolerance limit. This study aims to identify the main causes of product defects and formulate effective solutions. The methodology used is DMAI (Define, Measure, Analyze, Improve) with the help of the Critical to Quality (CTQ) tool to analyze the processing process. The results of the study indicate that non-conformity in the roasting process is the cause of product defects. For this reason, a draft of work instructions, inspection documents, and providing visual guidance for product quality standards for operators during the roasting process are proposed. This solution is expected to increase process efficiency and ensure consistent quality of Arabica coffee beans according to the standards desired by Twin Mankies Koffie House.

Keywords: *Twin Mankies, Koffie House, DMAI, Critical to Quality, Roasting, Coffee Bean, Defect.*