Abstract

Quality is one of the characteristics considered by consumers in choosing a product of both goods and services. A good process will also produce a good quality of a product. Quality control is an action taken in an effort to meet the standards or specifications acceptable to the consumer product. In the present study will examine about the quality of the products 350ml Minute Maid pulpy with u control chart for different sample sizes and more than one type of defect in a product. Introduction to map the control u is expected that practitioners can understand easily. Description of the types of defects per month showed that the type of defect filling height is the highest. The results of the evaluation process conditions to provide information that almost all the observation points outside the upper and lower control limits. It can be concluded that the production process has not been statistically controlled and good results are also very less. The use of pareto diagram is intended to find out which is the highest type of defect filling height. Causal diagrams are used to identify what are the causes of uncontrolled process of the material, machinery, people, methods and environments. The next step is to graph the number of defects compared with the specification limits and the results are many observation points above the specification limits. The highest process capability index in December 2011 while the lowest in September 2011.

Key words: Quality Control, Minute Maid Pulpy, U Control Chart