

**Analisis Pengendalian Kualitas Dan *Trend* Volume Penjualan Produk Abon
Tuna di UKM Khansa Food
Yogyakarta**

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ABSTRAK

Penelitian ini dilakukan di UKM Khansa Food yang berlokasi di Mancasan Kleben Gang Abimanyu RT 03 RW 25, No. 44C, Pandowoharjo, Sleman, Yogyakarta. Tujuan dari penelitian ini yaitu (1) Menganalisis pengendalian kualitas produk abon tuna yang diterapkan pada UKM Khansa Food, (2) Mengidentifikasi faktor-faktor yang menyebabkan kerusakan pada produk abon tuna di UKM Khansa Food, (3) Menganalisis *trend* volume penjualan abon tuna 12 minggu kedepan. Penelitian ini merupakan penelitian deskriptif dengan metode pelaksanaan studi kasus. Macam data yang digunakan yaitu data primer berupa hasil wawancara dari responden dan data sekunder yaitu dokumen yang ada di UKM Khansa Food. Teknik analisis yang digunakan yaitu metode *Statistical Process Control* (SPC) yang terdiri dari *check sheet*, peta kendali p (*P-Chart*), dan diagram sebab-akibat (*fishbone*). Selain itu digunakan metode *trend* eksponensial untuk meramalkan volume penjualan abon tuna selama 12 minggu kedepan di bulan Juli 2019 sampai September 2019. Hasil penelitian ini yaitu pengendalian kualitas produk abon tuna di UKM Khansa Food berada dalam batas kendali. Faktor-faktor penyebab kerusakan produk abon tuna yaitu bahan baku (*material*), mesin (*machine*), tenaga kerja (*man*), dan lingkungan (*environment*). *Trend* volume penjualan produk abon tuna di UKM Khansa Food cenderung konstan selama 12 minggu kedepan.

Kata kunci: Pengendalian Kualitas, Faktor Penyebab Kerusakan, *Trend* Volume Penjualan, Abon Tuna

**Quality Control Analysis and Sales Volume Trend of Abon Tuna Products
in Small and Medium Enterprises Khansa Food**

Yogyakarta

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ABSTRACT

This research was conducted in Small and Medium Enterprises (SME) Khansa Food in Mancasan Kleben Gang Abimanyu RT 03 RW 25, No. 44C, Pandowoharjo, Sleman, Yogyakarta. The objectives are (1) Analyzing the control of abon tuna product quality made by SME Khansa Food, (2) Identify factors that cause damage to abon tuna products made by SME Khansa Food, (3) Analyze the trend of sales volume abon tuna products for twelve weeks. This research is descriptive with the method of carrying out case studies. The data used are primary data in the form of interviews with respondents and secondary data, namely documents that exist in SME Khansa Food. The analysis technique used is Statistical Process Control (SPC) method which consists of check sheets, P-Chart, and causal diagrams (fishbone). Also used is the method exponential trend to forecast the sales volume abon tuna products for twelve weeks in July 2019 until September 2019. The results of this research are controlling product quality abon tuna in SME Khansa Food within the control limit. Factors that cause damage to Abon tuna products include raw materials, machines, labor, and environment. The trend of sales volume of abon tuna products in SME Khansa Food tends to be constant in July 2019 until September 2019.

Keywords : Quality Control, Factors Causing Damage, Sales Volume Trend, Abon Tuna