



ANALYSING PRODUCT DEFECT USING STATISTICAL PROCESS CONTROL IN A BAKERY COMPANY IN PAHANG

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ABSTRACT

The products defect is the things that all the company over the world wants to avoid it from occur in the production process. In order to reduce the defect and loss, the owner of the company should always alert about the defects. The interview focuses on the owner of the bakery. The objective of the interview is to get more information and data about the defect that occur in the company. The objective of the research is to identify the types of defect, to analyse defect rate and causes and to propose the ways to overcome the defect. The owner is already knows about the defect but this research was made because the researcher wants to give the suggestions to the owner to overcome the defect. The study was focus on the company’s product which is bread. The study involved the collection and analysis of data from the bakery company in Kuantan, Pahang.

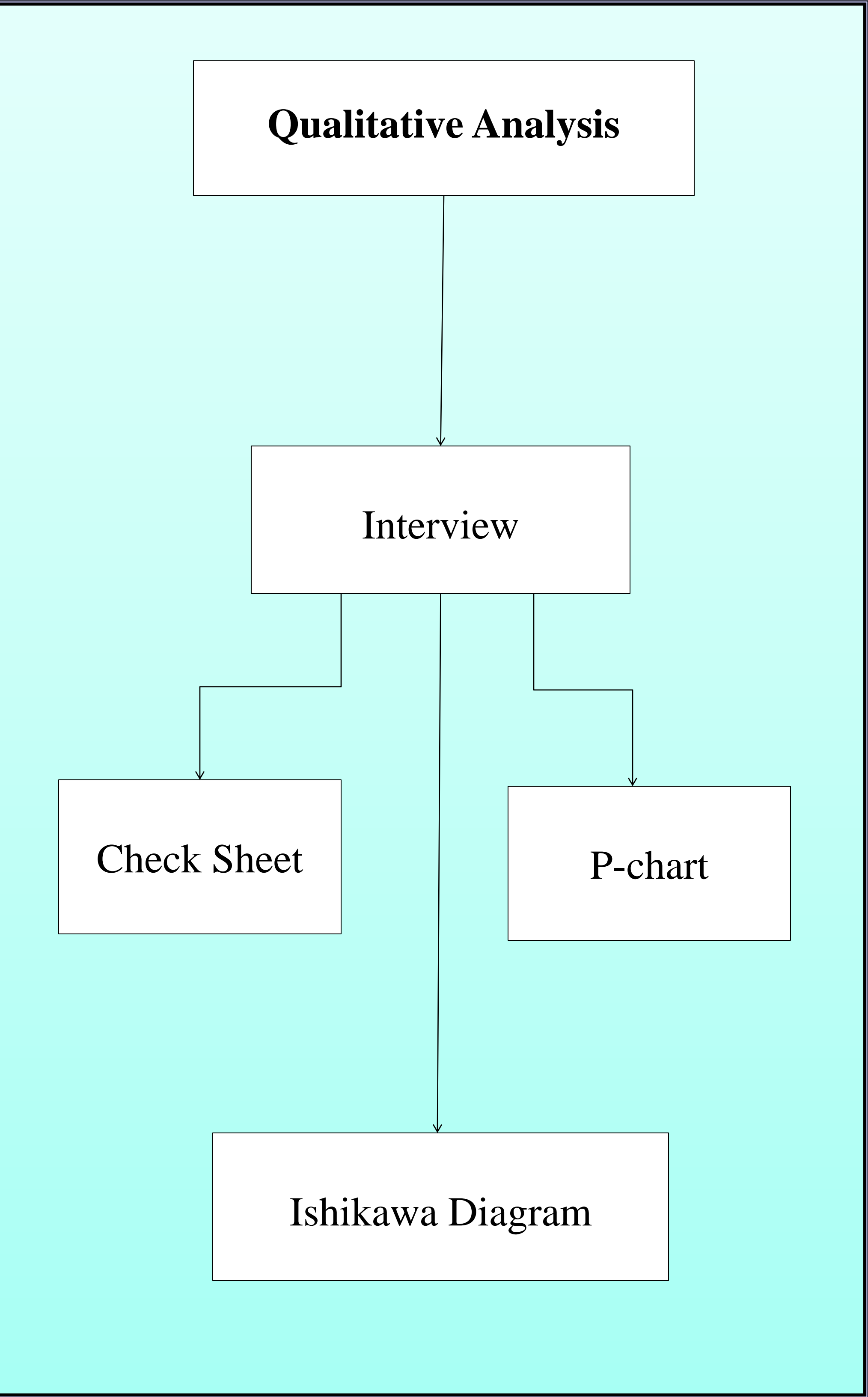
INTRODUCTION

- Defects are not good for the company, so that the defects should be reduce.
- Give some solution to the owner to overcome the defect.
- To help the company get more profit after reduce the defect.

OBJECTIVE/S

- To identify types of defect
- To analyse the defect rate and causes
- To propose the ways to overcome the defect

METHODS



RESULTS

Table 1 : Check Sheet for defect of bread

The table shows the defect that occur in the bakery and the data was recorded in the check sheet.

Day Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	II	II		I	I		II
2		II			I		
3	I		II			II	
4		II		I			

The figure below shows the p-chart for the defect of bread that occur in the company for a month.

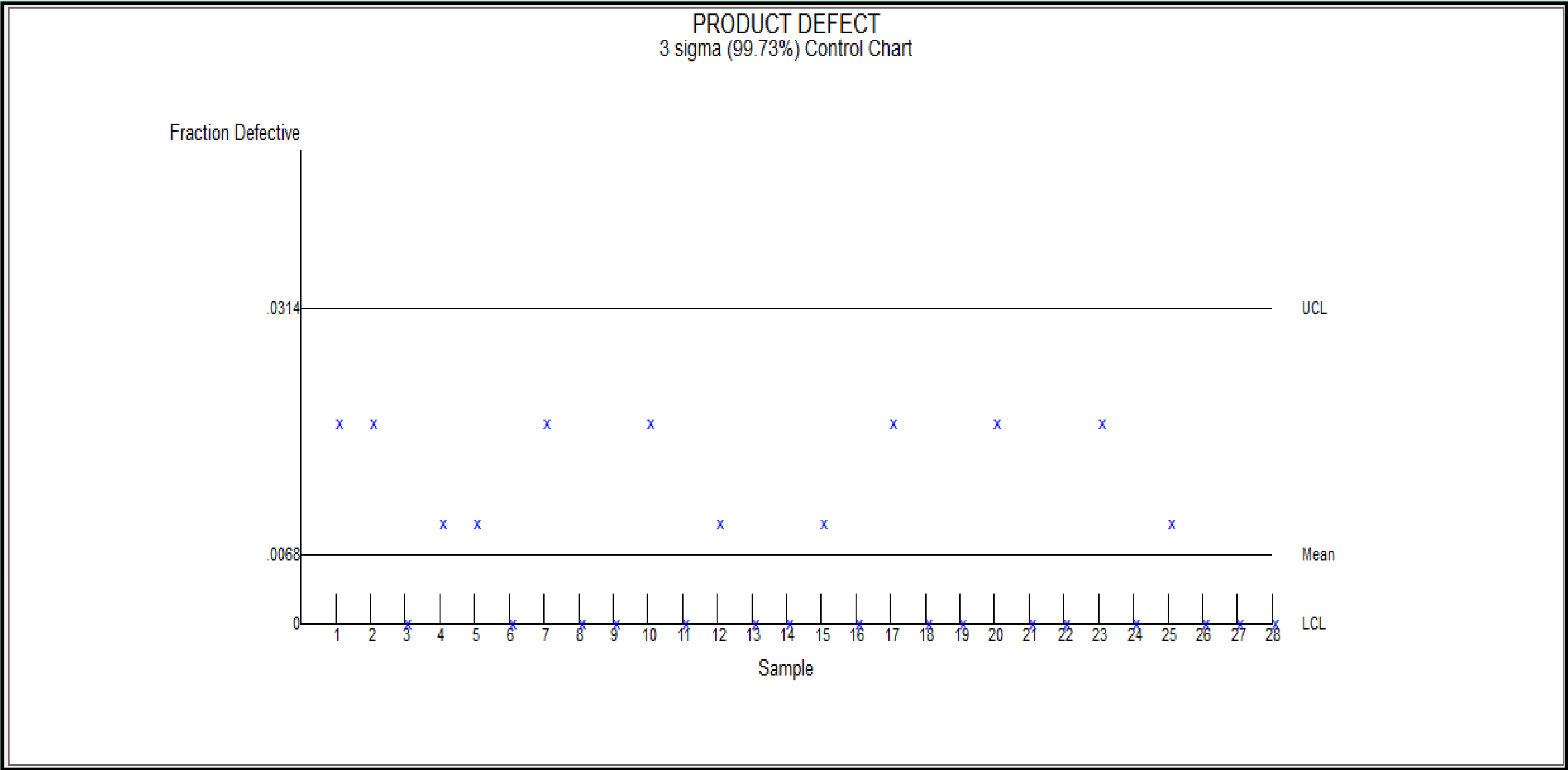


Figure 1 : P-chart for defect of bread

The figure below shows the types of defect that the company face in the production process of bread.

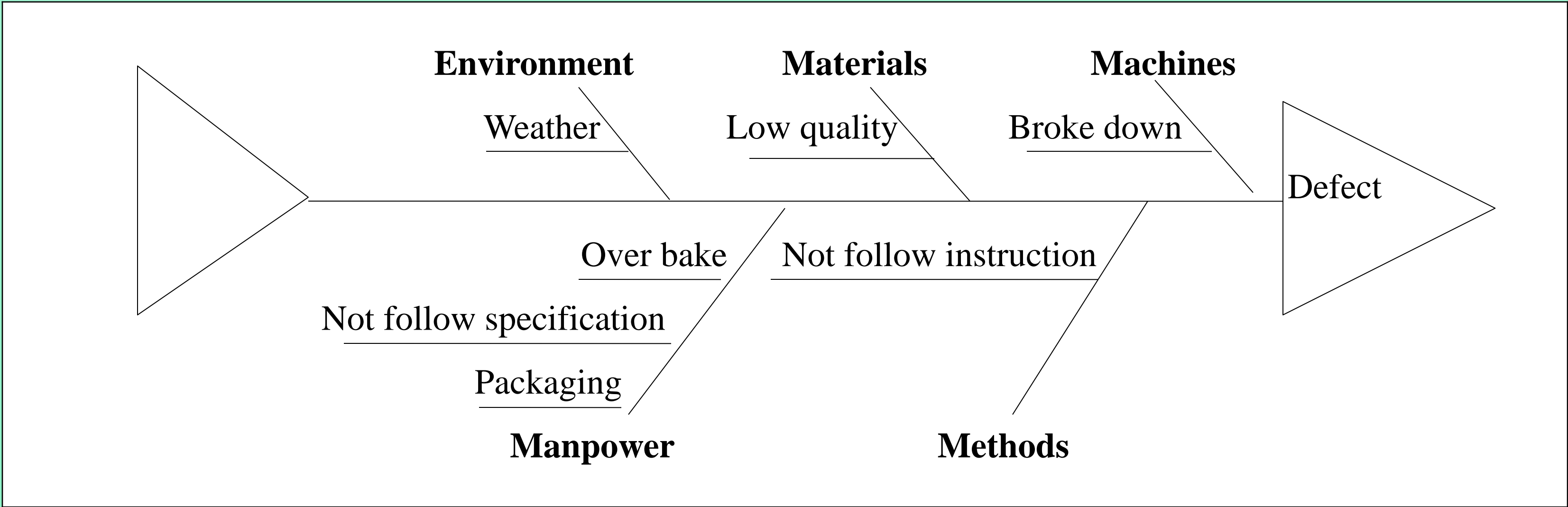


Figure 2 : Ishikawa Diagram of types of defect

CONCLUSIONS AND RECOMMENDATION

- The defect is still alright for the company because it is not affect the company too much but the company still must reduce to the more small number of the defect.
- The company should give more training to the workers.
- Provide more machines in the production process.
- Always monitors the workers during the production process.