

LAMPIRAN 1

PENGOLAHAN DATA MENGGUNAKAN SOFTWARE MICROSOFT EXCEL 2010 DAN QM FOR WINDOWS 3

Proses Cetak

No	Tanggal	Jenis Produksi	Bahan	Brand	Jumlah Order	Jumlah Produksi	Jenis Kerusakan (pcs)		Jumlah Produk Rusak (pcs)	CL=P	Sp ²	UCL	LCL	Proporsi	Sample size	Defect
							Warna	Cetakan geser								
1.	26-11-2016	Dus	Ivory 310	Bakpia 63	5000	5100	15	3	18	0.01148	0.00149	0.01595	0.00700	0.0035	2447.22	9
2.	29-11-2016	Dus	Ivory 310	Pak Ali catering	2500	2600		23	23	0.01148	0.00209	0.01774	0.00521	0.0088	2447.22	22
3.	03-12-2016	Dus	Duplex 310	Delicias bakery	2000	2100	9	14	23	0.01148	0.00232	0.01845	0.00450	0.0110	2447.22	27
4.	14-12-2016	Dus	Duplex 310	Crispy kingdom	1000	1100	29	5	34	0.01148	0.00321	0.02111	0.00184	0.0309	2447.22	76
5.	16-12-2016	Dus	Ivory 310	SHIL	2000	2100	3	17	20	0.01148	0.00232	0.01845	0.00450	0.0095	2447.22	23
6.	17-12-2016	Dus	Ivory 310	Manasama	2000	2100	10		10	0.01148	0.00232	0.01845	0.00450	0.0048	2447.22	12
7.	21-12-2016	Dus	Ivory 400	Hafiza hijab	1000	1100	6	9	15	0.01148	0.00321	0.02111	0.00184	0.0136	2447.22	33
8.	30-12-2016	Dus	Duplex 310	Mr. Pok	1000	1100	13	5	18	0.01148	0.00321	0.02111	0.00184	0.0164	2447.22	40
9.	06-01-2017	Dus	Duplex 350	Holyday bakery	2000	2100	19	22	41	0.01148	0.00232	0.01845	0.00450	0.0195	2447.22	48
10.	07-01-2017	Dus	Duplex 350	Heavenly	3000	3100	30		30	0.01148	0.00191	0.01721	0.00574	0.0097	2447.22	24
11.	10-01-2017	Dus	Ivory 310	Bale bengong	1500	1600	18	7	25	0.01148	0.00266	0.01946	0.00349	0.0156	2447.22	38
12.	09-02-2017	Dus	Ivory 400	Bull-bull	1500	1600	22	12	34	0.01148	0.00266	0.01946	0.00349	0.0213	2447.22	52
13.	10-02-2017	Dus	Ivory 400	Hima selera	2000	2100	11		11	0.01148	0.00232	0.01845	0.00450	0.0052	2447.22	13
14.	02-03-2017	Dus	Ivory 310	Brownies nature	2000	2100	15	3	18	0.01148	0.00232	0.01845	0.00450	0.0086	2447.22	21
15.	07-03-2017	Dus	Duplex 310	Royale	3000	3100	25	4	29	0.01148	0.00191	0.01721	0.00574	0.0094	2447.22	23
16.	08-03-2017	Dus	Duplex 310	Chanos	1000	1100	40	3	43	0.01148	0.00321	0.02111	0.00184	0.0391	2447.22	96
17.	14-03-2017	Dus	Duplex 310	Mas broo	3000	3100	7	2	9	0.01148	0.00191	0.01721	0.00574	0.0029	2447.22	7
18.	16-03-2017	Dus	Duplex 350	Omah ingkung	5000	5100	21	13	34	0.01148	0.00149	0.01595	0.00700	0.0067	2447.22	16
19.	17-03-2017	Dus	Duplex 310	Elskin	1000	1100	11	5	16	0.01148	0.00321	0.02111	0.00184	0.0145	2447.22	36
20.	20-03-2017	Dus	Duplex 310	TASUBA	5000	5100	51		51	0.01148	0.00149	0.01595	0.00700	0.0100	2447.22	24
21.	23-03-2017	Dus	Ivory 310	Koki juni	2000	2100	22	27	49	0.01148	0.00232	0.01845	0.00450	0.0233	2447.22	57
22.	24-03-2017	Dus	Duplex 310	Nasi bakar jogja	5000	5100	32		32	0.01148	0.00149	0.01595	0.00700	0.0063	2447.22	15
23.	26-03-2017	Dus	Duplex 310	Organic café	3000	3100		23	23	0.01148	0.00191	0.01721	0.00574	0.0074	2447.22	18
24.	31-03-2017	Dus	Duplex 350	Muria catering	5000	5100	27	17	44	0.01148	0.00149	0.01595	0.00700	0.0086	2447.22	21
25.	02-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	32		32	0.01148	0.00232	0.01845	0.00450	0.0152	2447.22	37
26.	05-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	13	33	46	0.01148	0.00232	0.01845	0.00450	0.0219	2447.22	54
27.	08-04-2017	Dus	Duplex 310	PANDA	2000	2100	23	21	44	0.01148	0.00232	0.01845	0.00450	0.0210	2447.22	51
28.	10-04-2017	Dus	Duplex 350	ROTINDO	2500	2600	32		32	0.01148	0.00209	0.01774	0.00521	0.0123	2447.22	30
29.	11-04-2017	Dus	Ivory 400	CRD	2000	2100	21	7	28	0.01148	0.00232	0.01845	0.00450	0.0133	2447.22	33
30.	13-04-2017	Dus	Duplex 310	Gabie BnC	2000	2100	31		31	0.01148	0.00232	0.01845	0.00450	0.0148	2447.22	36
31.	17-04-2017	Dus	Duplex 310	Ain busana	2500	2600	17	8	25	0.01148	0.00209	0.01774	0.00521	0.0096	2447.22	24
32.	19-04-2017	Dus	Duplex 310	Pie susu nasima	2000	2100	4	10	14	0.01148	0.00232	0.01845	0.00450	0.0067	2447.22	16
33.	22-04-2017	Dus	Ivory 400	Rafa	1000	1100	14	11	25	0.01148	0.00321	0.02111	0.00184	0.0227	2447.22	56
34.	28-04-2017	Dus	Duplex 350	Cupcake	1000	1100	23	5	28	0.01148	0.00321	0.02111	0.00184	0.0255	2447.22	62
35.	08-05-2017	Dus	Ivory 310	Lezatto catering	1500	1600	16		16	0.01148	0.00266	0.01946	0.00349	0.0100	2447.22	24
36.	14-05-2017	Dus	Ivory 310	Bakpia wirda	2500	2600	28	12	40	0.01148	0.00209	0.01774	0.00521	0.0154	2447.22	38
			TOTAL		84500	88100	690	321	1011							

Sample	Number of Defects	Fraction Defective
Sample 1	9	.0037
Sample 2	22	.009
Sample 3	27	.011
Sample 4	76	.0311
Sample 5	23	.0094
Sample 6	12	.0049
Sample 7	33	.0135
Sample 8	40	.0163
Sample 9	48	.0196
Sample 10	24	.0098
Sample 11	38	.0155
Sample 12	52	.0213
Sample 13	13	.0053
Sample 14	21	.0086
Sample 15	23	.0094
Sample 16	96	.0392
Sample 17	7	.0029
Sample 18	16	.0065
Sample 19	36	.0147
Sample 20	24	.0098
Sample 21	57	.0233
Sample 22	15	.0061
Sample 23	18	.0074
Sample 24	21	.0086
Sample 25	37	.0151
Sample 26	54	.0221
Sample 27	51	.0208
Sample 28	30	.0123
Sample 29	33	.0135
Sample 30	36	.0147
Sample 31	24	.0098
Sample 32	16	.0065
Sample 33	56	.0229
Sample 34	62	.0253
Sample 35	24	.0098
Sample 36	38	.0155

Proses Laminasi

No	Tanggal	Jenis Produksi	Bahan	Brand	Jumlah Order	Jumlah Produksi	Jenis Kerusakan (pcs)		Jumlah Produk Rusak (pcs)	CL=P	Sp	UCL	LCL	proporsi	sample size	defect
							Laminasi sobek									
1.	26-11-2016	Dus	Ivory 310	Bakpia 63	5000	5100	0		0	0.00250	0.00070	0.00459	0.00040	0.0000	2447.22	0
2.	29-11-2016	Dus	Ivory 310	Pak Ali catering	2500	2600	0		0	0.00250	0.00098	0.00543	-0.00044	0.0000	2447.22	0
3.	03-12-2016	Dus	Duplex 310	Delicias bakery	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
4.	14-12-2016	Dus	Duplex 310	Crispy kingdom	1000	1100	0		0	0.00250	0.00150	0.00701	-0.00202	0.0000	2447.22	0
5.	16-12-2016	Dus	Ivory 310	SHIL	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
6.	17-12-2016	Dus	Ivory 310	Manasama	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
7.	21-12-2016	Dus	Ivory 400	Hafiza hijab	1000	1100	7		7	0.00250	0.00150	0.00701	-0.00202	0.0064	2447.22	16
8.	30-12-2016	Dus	Duplex 310	Mr. Pok	1000	1100	15		15	0.00250	0.00150	0.00701	-0.00202	0.0136	2447.22	33
9.	06-01-2017	Dus	Duplex 350	Holiday bakery	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
10.	07-01-2017	Dus	Duplex 350	Heavenly	3000	3100	13		13	0.00250	0.00090	0.00519	-0.00019	0.0042	2447.22	10
11.	10-01-2017	Dus	Ivory 310	Bale bengong	1500	1600	6		6	0.00250	0.00125	0.00624	-0.00125	0.0038	2447.22	9
12.	09-02-2017	Dus	Ivory 400	Bull-bull	1500	1600	5		5	0.00250	0.00125	0.00624	-0.00125	0.0031	2447.22	8
13.	10-02-2017	Dus	Ivory 400	Hima selera	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
14.	02-03-2017	Dus	Ivory 310	Brownies nature	2000	2100	16		16	0.00250	0.00109	0.00576	-0.00077	0.0076	2447.22	19
15.	07-03-2017	Dus	Duplex 310	Royale	3000	3100	10		10	0.00250	0.00090	0.00519	-0.00019	0.0032	2447.22	8
16.	08-03-2017	Dus	Duplex 310	Chanos	1000	1100	0		0	0.00250	0.00150	0.00701	-0.00202	0.0000	2447.22	0
17.	14-03-2017	Dus	Duplex 310	Mas broo	3000	3100	13		13	0.00250	0.00090	0.00519	-0.00019	0.0042	2447.22	10
18.	16-03-2017	Dus	Duplex 350	Omah ingkung	5000	5100	17		17	0.00250	0.00070	0.00459	0.00040	0.0033	2447.22	8
19.	17-03-2017	Dus	Duplex 310	Elskin	1000	1100	11		11	0.00250	0.00150	0.00701	-0.00202	0.0100	2447.22	24
20.	20-03-2017	Dus	Duplex 310	TASUBA	5000	5100	14		14	0.00250	0.00070	0.00459	0.00040	0.0027	2447.22	7
21.	23-03-2017	Dus	Ivory 310	Koki juni	2000	2100	17		17	0.00250	0.00109	0.00576	-0.00077	0.0081	2447.22	20
22.	24-03-2017	Dus	Duplex 310	Nasi bakar jogja	5000	5100	0		0	0.00250	0.00070	0.00459	0.00040	0.0000	2447.22	0
23.	26-03-2017	Dus	Duplex 310	Organic café	3000	3100	17		17	0.00250	0.00090	0.00519	-0.00019	0.0055	2447.22	13
24.	31-03-2017	Dus	Duplex 350	Muria catering	5000	5100	0		0	0.00250	0.00070	0.00459	0.00040	0.0000	2447.22	0
25.	02-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
26.	05-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
27.	08-04-2017	Dus	Duplex 310	PANDA	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
28.	10-04-2017	Dus	Duplex 350	ROTINDO	2500	2600	0		0	0.00250	0.00098	0.00543	-0.00044	0.0000	2447.22	0
29.	11-04-2017	Dus	Ivory 400	CRD	2000	2100	7		7	0.00250	0.00109	0.00576	-0.00077	0.0033	2447.22	8
30.	13-04-2017	Dus	Duplex 310	Gabie BnC	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
31.	17-04-2017	Dus	Duplex 310	Ain busana	2500	2600	15		15	0.00250	0.00098	0.00543	-0.00044	0.0058	2447.22	14
32.	19-04-2017	Dus	Duplex 310	Pie susu nasima	2000	2100	0		0	0.00250	0.00109	0.00576	-0.00077	0.0000	2447.22	0
33.	22-04-2017	Dus	Ivory 400	Rafa	1000	1100	13		13	0.00250	0.00150	0.00701	-0.00202	0.0118	2447.22	29
34.	28-04-2017	Dus	Duplex 350	Cupcake	1000	1100	0		0	0.00250	0.00150	0.00701	-0.00202	0.0000	2447.22	0
35.	08-05-2017	Dus	Ivory 310	Lezatto catering	1500	1600	7		7	0.00250	0.00125	0.00624	-0.00125	0.0044	2447.22	11
36.	14-05-2017	Dus	Ivory 310	Bakpia wirda	2500	2600	17		17	0.00250	0.00098	0.00543	-0.00044	0.0065	2447.22	16
			TOTAL		84500	88100	220	0	220							

Sample	Number of Defects	Fraction Defective
Sample 1	0	0
Sample 2	0	0
Sample 3	0	0
Sample 4	0	0
Sample 5	0	0
Sample 6	0	0
Sample 7	16	.0065
Sample 8	33	.0135
Sample 9	0	0
Sample 10	10	.0041
Sample 11	9	.0037
Sample 12	8	.0033
Sample 13	0	0
Sample 14	19	.0078
Sample 15	8	.0033
Sample 16	0	0
Sample 17	10	.0041
Sample 18	8	.0033
Sample 19	24	.0098
Sample 20	7	.0029
Sample 21	20	.0082
Sample 22	0	0
Sample 23	13	.0053
Sample 24	0	0
Sample 25	0	0
Sample 26	0	0
Sample 27	0	0
Sample 28	0	0
Sample 29	8	.0033
Sample 30	0	0
Sample 31	14	.0057
Sample 32	0	0
Sample 33	29	.0119
Sample 34	0	0
Sample 35	11	.0045
Sample 36	16	.0065

Proses Pond

No	Tanggal	Jenis Produksi	Bahan	Brand	Jumlah Order	Jumlah Produksi	Jenis Kerusakan (pcs)		Jumlah Produk Rusak (pcs)	CL=P	Sp̄	UCL	LCL	proporsi	sample size	defect
							Geser dr cetakan	Retak								
1.	26-11-2016	Dus	Ivory 310	Bakpia 63	5000	5100	15	7	22	0.01091	0.00145	0.01527	0.00654	0.0043	2447.22	11
2.	29-11-2016	Dus	Ivory 310	Pak Ali catering	2500	2600	9	13	22	0.01091	0.00204	0.01702	0.00480	0.0085	2447.22	21
3.	03-12-2016	Dus	Duplex 310	Delicias bakery	2000	2100	11	12	23	0.01091	0.00227	0.01771	0.00411	0.0110	2447.22	27
4.	14-12-2016	Dus	Duplex 310	Crispy kingdom	1000	1100	8	21	29	0.01091	0.00313	0.02030	0.00151	0.0264	2447.22	65
5.	16-12-2016	Dus	Ivory 310	SHIL	2000	2100	22	10	32	0.01091	0.00227	0.01771	0.00411	0.0152	2447.22	37
6.	17-12-2016	Dus	Ivory 310	Manasama	2000	2100		28	28	0.01091	0.00227	0.01771	0.00411	0.0133	2447.22	33
7.	21-12-2016	Dus	Ivory 400	Hafiza hijab	1000	1100	13	4	17	0.01091	0.00313	0.02030	0.00151	0.0155	2447.22	38
8.	30-12-2016	Dus	Duplex 310	Mr. Pok	1000	1100	8	23	31	0.01091	0.00313	0.02030	0.00151	0.0282	2447.22	69
9.	06-01-2017	Dus	Duplex 350	Holiday bakery	2000	2100	16	19	35	0.01091	0.00227	0.01771	0.00411	0.0167	2447.22	41
10.	07-01-2017	Dus	Duplex 350	Heavenly	3000	3100	19	10	29	0.01091	0.00187	0.01650	0.00531	0.0094	2447.22	23
11.	10-01-2017	Dus	Ivory 310	Bale bengong	1500	1600	11		11	0.01091	0.00260	0.01870	0.00312	0.0069	2447.22	17
12.	09-02-2017	Dus	Ivory 400	Bull-bull	1500	1600		18	18	0.01091	0.00260	0.01870	0.00312	0.0113	2447.22	28
13.	10-02-2017	Dus	Ivory 400	Hima selera	2000	2100	21		21	0.01091	0.00227	0.01771	0.00411	0.0100	2447.22	24
14.	02-03-2017	Dus	Ivory 310	Brownies nature	2000	2100	17	17	34	0.01091	0.00227	0.01771	0.00411	0.0162	2447.22	40
15.	07-03-2017	Dus	Duplex 310	Royale	3000	3100	26	6	32	0.01091	0.00187	0.01650	0.00531	0.0103	2447.22	25
16.	08-03-2017	Dus	Duplex 310	Chanos	1000	1100	15	9	24	0.01091	0.00313	0.02030	0.00151	0.0218	2447.22	53
17.	14-03-2017	Dus	Duplex 310	Mas broo	3000	3100	11		11	0.01091	0.00187	0.01650	0.00531	0.0035	2447.22	9
18.	16-03-2017	Dus	Duplex 350	Omah ingkung	5000	5100	13	24	37	0.01091	0.00145	0.01527	0.00654	0.0073	2447.22	18
19.	17-03-2017	Dus	Duplex 310	Elskin	1000	1100	14		14	0.01091	0.00313	0.02030	0.00151	0.0127	2447.22	31
20.	20-03-2017	Dus	Duplex 310	TASUBA	5000	5100	31	11	42	0.01091	0.00145	0.01527	0.00654	0.0082	2447.22	20
21.	23-03-2017	Dus	Ivory 310	Koki juni	2000	2100	16	7	23	0.01091	0.00227	0.01771	0.00411	0.0110	2447.22	27
22.	24-03-2017	Dus	Duplex 310	Nasi bakar jogja	5000	5100	17		17	0.01091	0.00145	0.01527	0.00654	0.0033	2447.22	8
23.	26-03-2017	Dus	Duplex 310	Organic café	3000	3100	23		23	0.01091	0.00187	0.01650	0.00531	0.0074	2447.22	18
24.	31-03-2017	Dus	Duplex 350	Muria catering	5000	5100	32	18	50	0.01091	0.00145	0.01527	0.00654	0.0098	2447.22	24
25.	02-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	41	17	58	0.01091	0.00227	0.01771	0.00411	0.0276	2447.22	68
26.	05-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	18	17	35	0.01091	0.00227	0.01771	0.00411	0.0167	2447.22	41
27.	08-04-2017	Dus	Duplex 310	PANDA	2000	2100	32		32	0.01091	0.00227	0.01771	0.00411	0.0152	2447.22	37
28.	10-04-2017	Dus	Duplex 350	ROTINDO	2500	2600	33	7	40	0.01091	0.00204	0.01702	0.00480	0.0154	2447.22	38
29.	11-04-2017	Dus	Ivory 400	CRD	2000	2100	21	8	29	0.01091	0.00227	0.01771	0.00411	0.0138	2447.22	34
30.	13-04-2017	Dus	Duplex 310	Gabie BnC	2000	2100		17	17	0.01091	0.00227	0.01771	0.00411	0.0081	2447.22	20
31.	17-04-2017	Dus	Duplex 310	Ain busana	2500	2600	5	14	19	0.01091	0.00204	0.01702	0.00480	0.0073	2447.22	18
32.	19-04-2017	Dus	Duplex 310	Pie susu nasima	2000	2100	17	11	28	0.01091	0.00227	0.01771	0.00411	0.0133	2447.22	33
33.	22-04-2017	Dus	Ivory 400	Rafa	1000	1100	9		9	0.01091	0.00313	0.02030	0.00151	0.0082	2447.22	20
34.	28-04-2017	Dus	Duplex 350	Cupcake	1000	1100	10	8	18	0.01091	0.00313	0.02030	0.00151	0.0164	2447.22	40
35.	08-05-2017	Dus	Ivory 310	Lezatto catering	1500	1600	16	10	26	0.01091	0.00260	0.01870	0.00312	0.0163	2447.22	40
36.	14-05-2017	Dus	Ivory 310	Bakpia warga	2500	2600	25		25	0.01091	0.00204	0.01702	0.00480	0.0096	2447.22	24
			TOTAL		84500	88100	595	366	961							

Sample	Number of Defects	Fraction Defective
Sample 1	11	.0045
Sample 2	21	.0086
Sample 3	27	.011
Sample 4	65	.0266
Sample 5	37	.0151
Sample 6	33	.0135
Sample 7	38	.0155
Sample 8	69	.0282
Sample 9	41	.0168
Sample 10	23	.0094
Sample 11	17	.0069
Sample 12	28	.0114
Sample 13	24	.0098
Sample 14	40	.0163
Sample 15	25	.0102
Sample 16	53	.0217
Sample 17	9	.0037
Sample 18	18	.0074
Sample 19	31	.0127
Sample 20	20	.0082
Sample 21	27	.011
Sample 22	8	.0033
Sample 23	18	.0074
Sample 24	24	.0098
Sample 25	68	.0278
Sample 26	41	.0168
Sample 27	37	.0151
Sample 28	38	.0155
Sample 29	34	.0139
Sample 30	20	.0082
Sample 31	18	.0074
Sample 32	33	.0135
Sample 33	20	.0082
Sample 34	40	.0163
Sample 35	40	.0163
Sample 36	24	.0098

Proses Pengeleman

No	Tanggal	Jenis Produksi	Bahan	Brand	Jumlah Order	Jumlah Produksi	Jenis Kerusakan (pcs)		Jumlah Produk Rusak (pcs)	CL=P	Sp̄	UCL	LCL	proporsi	sample size	defect
							Sobek	Lem tdk rapih								
1.	26-11-2016	Dus	Ivory 310	Bakpia 63	5000	5100	0	0	0	0.00058	0.00034	0.00159	-0.00043	0.0000	2447.22	0
2.	29-11-2016	Dus	Ivory 310	Pak Ali catering	2500	2600	0	0	0	0.00058	0.00047	0.00199	-0.00084	0.0000	2447.22	0
3.	03-12-2016	Dus	Duplex 310	Delicias bakery	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
4.	14-12-2016	Dus	Duplex 310	Crispy kingdom	1000	1100	0	2	2	0.00058	0.00073	0.00275	-0.00160	0.0018	2447.22	4
5.	16-12-2016	Dus	Ivory 310	SHIL	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
6.	17-12-2016	Dus	Ivory 310	Manasama	2000	2100		6	6	0.00058	0.00052	0.00215	-0.00100	0.0029	2447.22	7
7.	21-12-2016	Dus	Ivory 400	Hafiza hijab	1000	1100	0	1	1	0.00058	0.00073	0.00275	-0.00160	0.0009	2447.22	2
8.	30-12-2016	Dus	Duplex 310	Mr. Pok	1000	1100	0	0	0	0.00058	0.00073	0.00275	-0.00160	0.0000	2447.22	0
9.	06-01-2017	Dus	Duplex 350	Holiday bakery	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
10.	07-01-2017	Dus	Duplex 350	Heavenly	3000	3100	0	0	0	0.00058	0.00043	0.00187	-0.00072	0.0000	2447.22	0
11.	10-01-2017	Dus	Ivory 310	Bale bengong	1500	1600	0	0	0	0.00058	0.00060	0.00238	-0.00123	0.0000	2447.22	0
12.	09-02-2017	Dus	Ivory 400	Bull-bull	1500	1600	0	0	0	0.00058	0.00060	0.00238	-0.00123	0.0000	2447.22	0
13.	10-02-2017	Dus	Ivory 400	Hima selera	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
14.	02-03-2017	Dus	Ivory 310	Brownies nature	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
15.	07-03-2017	Dus	Duplex 310	Royale	3000	3100	0	4	4	0.00058	0.00043	0.00187	-0.00072	0.0013	2447.22	3
16.	08-03-2017	Dus	Duplex 310	Chanos	1000	1100	0	2	2	0.00058	0.00073	0.00275	-0.00160	0.0018	2447.22	4
17.	14-03-2017	Dus	Duplex 310	Mas broo	3000	3100	0	0	0	0.00058	0.00043	0.00187	-0.00072	0.0000	2447.22	0
18.	16-03-2017	Dus	Duplex 350	Omah ingkung	5000	5100	0	0	0	0.00058	0.00034	0.00159	-0.00043	0.0000	2447.22	0
19.	17-03-2017	Dus	Duplex 310	Elskin	1000	1100	0	5	5	0.00058	0.00073	0.00275	-0.00160	0.0045	2447.22	11
20.	20-03-2017	Dus	Duplex 310	TASUBA	5000	5100	0	0	0	0.00058	0.00034	0.00159	-0.00043	0.0000	2447.22	0
21.	23-03-2017	Dus	Ivory 310	Koki juni	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
22.	24-03-2017	Dus	Duplex 310	Nasi bakar jogja	5000	5100	0	0	0	0.00058	0.00034	0.00159	-0.00043	0.0000	2447.22	0
23.	26-03-2017	Dus	Duplex 310	Organic café	3000	3100	0	0	0	0.00058	0.00043	0.00187	-0.00072	0.0000	2447.22	0
24.	31-03-2017	Dus	Duplex 350	Muria catering	5000	5100	0	0	0	0.00058	0.00034	0.00159	-0.00043	0.0000	2447.22	0
25.	02-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
26.	05-04-2017	Dus	Duplex 350	Cipta sari	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
27.	08-04-2017	Dus	Duplex 310	PANDA	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
28.	10-04-2017	Dus	Duplex 350	ROTINDO	2500	2600	0	0	0	0.00058	0.00047	0.00199	-0.00084	0.0000	2447.22	0
29.	11-04-2017	Dus	Ivory 400	CRD	2000	2100	0	11	11	0.00058	0.00052	0.00215	-0.00100	0.0052	2447.22	13
30.	13-04-2017	Dus	Duplex 310	Gabie BnC	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
31.	17-04-2017	Dus	Duplex 310	Ain busana	2500	2600	4	5	9	0.00058	0.00047	0.00199	-0.00084	0.0035	2447.22	8
32.	19-04-2017	Dus	Duplex 310	Pie susu nasima	2000	2100	0	0	0	0.00058	0.00052	0.00215	-0.00100	0.0000	2447.22	0
33.	22-04-2017	Dus	Ivory 400	Rafa	1000	1100	1	6	7	0.00058	0.00073	0.00275	-0.00160	0.0064	2447.22	16
34.	28-04-2017	Dus	Duplex 350	Cupcake	1000	1100	0	0	0	0.00058	0.00073	0.00275	-0.00160	0.0000	2447.22	0
35.	08-05-2017	Dus	Ivory 310	Lezatto catering	1500	1600	0	0	0	0.00058	0.00060	0.00238	-0.00123	0.0000	2447.22	0
36.	14-05-2017	Dus	Ivory 310	Bakpia wirda	2500	2600	0	4	4	0.00058	0.00047	0.00199	-0.00084	0.0015	2447.22	4
			TOTAL		84500	88100	5	46	51							

Sample	Number of Defects	Fraction Defective
Sample 1	0	0
Sample 2	0	0
Sample 3	0	0
Sample 4	4	.0016
Sample 5	0	0
Sample 6	7	.0029
Sample 7	2	.0008
Sample 8	0	0
Sample 9	0	0
Sample 10	0	0
Sample 11	0	0
Sample 12	0	0
Sample 13	0	0
Sample 14	0	0
Sample 15	3	.0012
Sample 16	4	.0016
Sample 17	0	0
Sample 18	0	0
Sample 19	11	.0045
Sample 20	0	0
Sample 21	0	0
Sample 22	0	0
Sample 23	0	0
Sample 24	0	0
Sample 25	0	0
Sample 26	0	0
Sample 27	0	0
Sample 28	0	0
Sample 29	13	.0053
Sample 30	0	0
Sample 31	8	.0033
Sample 32	0	0
Sample 33	16	.0065
Sample 34	0	0
Sample 35	0	0
Sample 36	4	.0016

LAMPIRAN 2

DIAGRAM SEBAB-AKIBAT

LEARNING OBJECTIVE

PENGANTAR

Salah satu alat untuk mengidentifikasi masalah kualitas dan titik inspeksi adalah diagram sebab akibat (*cause and effect diagram*), yang juga dikenal sebagai diagram ishikawa atau diagram tulang ikan (*fishbone*). Diagram tulang ikan bentuknya menyerupai tulang ikan untuk masalah pengendalian kualitas sehari-hari (identifikasi pelanggan perusahaan yang tidak puas). Setiap “tulang” mewakili sumber kesalahan.

Manajer operasi memulai dengan empat kategori 4M yaitu material, mesin, manusia dan metode. 4M tersebut merupakan “penyebab”. Manajer operasi menyediakan sebuah daftar pengecekan untuk analisis awal. Penyebab masing-masing dihubungkan dengan kategori yang diikat dalam tulang yang terpisah sepanjang cabang tersebut, sering melalui proses brainstorming.

Kategori lain yang mungkin penyebab potensial adalah 4S yaitu Surrounding (lingkungan), suppliers (pemasok), system, dan skills (keterampilan). Penentuan kategori dapat disesuaikan dengan jenis situasinya.

IDENTIFIKASI PERMASALAHAN PELANGGAN

Nama Perusahaan :.....

Bidang Usaha :.....

No.	Masalah Yang Dihadapi*)	Kemungkinan Penyebab Utama**)

*) masalah diisi dengan permasalahan yang pernah dirasakan oleh pelanggan.

***) identifikasi kemungkinan penyebab utama menurut persepsi mahasiswa dan/atau pelanggan terhadap masalah yang dihadapi tersebut. Biasanya terdiri dari 3M

dan 1P yaitu machine (mesin), method (metode), material (bahan) dan people (orang).

KONFIRMASI DENGAN PENYEDIA JASA

Nama Key Person :.....

Jabatan/posisi :.....

Masalah*)	Penyebab Utama**)	Penjelasan***)

*) masalah diisi sesuai dengan permasalahan yang diungkapkan oleh pelanggan.

***) diisi dengan penyebab utama dari masalah

***) pada kolom “penjelasan” diisi dengan penggalan lebih dalam mengenai penyebab utama permasalahan yang dihadapi menurut persepsi penyedia jasa.