

## ABSTRACT

This report aims to determine and to control the quality of sole plate on an electric iron product in PT Kencana Gemilang. The method used is Statistical Process Control (SPC). The data used in this study was obtained from daily check sheets of sole plate in the months of February, March, and April 2016. The results of this report show that (1) There are 5 (five) types of product defect, namely: Porosity, Heater appearance, Peeling Paint, Scratching, and Blooming. (2) By reviewing the p-chart for each type of defect in February, March, and April 2016, the sole plate production process went badly. It is known from the presence of: (a) More than equal to one point coming out of the upper control limit (UCL) or lower control limit (LCL). (b) More than equal to five consecutive points on the control chart form the rising or falling trend line. (c) There are two points near the upper control limit (UCL) or lower control limit (LCL). (d) more than equal to five consecutive points always above and below the center line (CL) respectively. (e) There is a point that forms a random pattern (erratic behavior).

*Key Words: The Quality of Sole Plate, Statistical Process Control, Defect.*

