

Fishbone Analysis Method Adaptation in UD Nugraha Jaya Kediri Defective Products Quality Control

Titin Trimintarsih

Universitas Wahidiyah, Kediri

trimintarsihtitin@gmail.com

ABSTRACT

Kediri is rich in crops, so special handling is needed so that the abundant fruits during the harvest season are not wasted because they have become rotten and can no longer be processed. UD Nugraha Jaya has processed products in the form of pineapple chips, jackfruit, mango, purple cassava, tape, breadfruit, and cassava. However, the products produced often experience defects that may be caused by man, method, machine, material, or environment. The research method used is the qualitative method, with interviews, documentation, and observation. Analytical tools with the fish bone analysis method. UD Nugraha Jaya has quality control activities in three stages: raw materials, production processes, and final products. The role of fishbone analysis in improving product quality in fruit chip products is to identify four types of dominant product defects: wilted, burnt, inappropriate-size products, and packaging damage. Based on the analysis of the cause and effect diagram, it is known that the factors causing deviations or defects in the product are human or employee factors, methods, machines, and materials or raw materials. It is recommended to use fishbone more often because it was recorded that before using fishbone, defective products amounted to 29.48% of the total production; there was a reduction to 6.83%. This means that there is a difference before and after using fish bone.

Keywords: *Fishbone Analysis Method, Quality Control*

INTRODUCTION

The Kediri Regency region has fertile land that is very abundant in natural wealth, including agricultural products. There are several natural products such as local fruits and tubers, there are podang mangoes, bananas, pinapples, jackfruit, cassava, sweet potatoes, and corn. In order to preserved those natural products, especially during the harvest season, special handling is needed so that those abundant natural local products are not wasted because it has become rotten and cannot be used anymore.

One of the small industrial business that knowing well and sensitive on solving that problem is UD Nugraha Jaya. UD Nugraha Jaya which located in Ngasem District,

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Kediri Regency, takes advantages of natural wealth from local by processing agricultural products so that they have become products that have use value and selling value. The processed products are chips from several fruits and tubers. There are pineapple, jackfruit, mango, tape, breadfruit, cassava, and also purple cassava. Because some fruits like mangoes are only available at certain fruit seasons, the mainstay products that are often produced are banana chips, pineapple chips, jackfruit chips, purple cassava chips, and cassava chips which do not depend on the season and available at any time.

In the trade world with intense competition, food companies are not only required to sell products that taste good, but also required have an attractive display to attract consumers. However, some companies have to face the situations where the products experience product defects. During the production process, product defects occur which may be caused by man, method, machine, material, and environment.

Defective products are a complex problem that can lead a serious impact on a company. Those defective products have the potential to reduce the quality of the final product produced which later turn into a negative impact on the company's main goal, it is obtaining maximum results (Punomo dan Rambe, 2021). That's why quality control is needed in product processing before get distributed to the consumers. This research uses the Fish Bone analysis method to determine and control product failure since failure in production results can cause loss of raw materials, labor, and other production costs so that the results are not optimal and can reduce profits.

RESEARCH METHODS

The research method is qualitative method where research is to investigate, discover, describe, and explain the quality or features of social influences that cannot be explained (Sugiyono, 2016). The population of this research is the daily production capacity of fruit chips from UD Nugraha Jaya (based on business owner records). The sample is based on the population seen from the total capacity compared to the quality of production per each day (during the observation process). The type of data used is primary data where the data source is directly given to the data collector (Sugiyono, 2016:225). According to Reid & Sanders (2013:164), there are four data analysis tools that is used, namely check sheet, stratifikasi, pareto chart, dan fishbone chart.

RESULTS AND DISCUSSION

The types and causes of defects are obtained through brainstorming with the following results as follows:

1.1 Burnt Chips

There are three factors that cause defects, those are from terms of methods, humans, and the environment. The burnt chips itself is caused in the frying process. While the major causes are the workers lack of experience in frying and the lack of training given to workers.

1.2 Cracked Chips

There are five major factors that caused cracked chips products reject, those are raw materials, humans, environment, methods, and equipment.

1.3 Wilted Chips

The causes of wilted chips that is the majority of product reject happened during the process of chips production. It is caused by humans, raw materials, and equipment. The fruit slicing stage is the biggest cause because the workers are not careful so that the thickness of the slices leads to different levels of doneness, still use manual knives (manual tools), and some of the raw materials are not completely ripe, also some of them are still young.

1. The 3 (three) Product Quality Controls in UD Nugraha Jaya, there are:

2.1. Quality Control of Raw Materials

The following are the raw materials used by UD Nugraha Jaya:

- 1) Selection of fruit that is ripe but not ripe in the trees
- 2) The fruit does not easily crumble when sliced

2.2. Quality Control of the Production Process

These following is the production process used by UD Nugraha Jaya, there are:

- 1) Using sharp cutting tools
- 2) Each sliced fruits have the same thickness
- 3) Using a thickness gauge
- 4) The washing and soaking period according to the specified times

2.3. Quality Control of Final Products

The following are the final products used by UD Nugraha Jaya:

- 1) The product that does not wilt
- 2) The product that does not burnt
- 3) The same size product
- 4) Good product packaging

Table 1.
Report of UD Nugraha Jaya Production and Number of Defective Products during
March 2023 – August 2023

Moon	Production Quantity (per pcs)	Type of Defective Products				Number of Defective Products	Number of Defective Products in Percentage
		Wilted Chips	Burnt Chips	Products Not In The Same Size	Packaging		
March	10.000	360	40	20	36	456	4,56%
April	10.000	380	52	44	34	510	5,1%
May	10.000	420	40	20	58	538	5,38%
June	10.000	330	70	30	30	460	4,6%
July	10.000	359	60	20	80	519	5,19%
August	10.000	320	80	45	20	465	4,65%

Source: UD Nugraha Jaya -Kediri

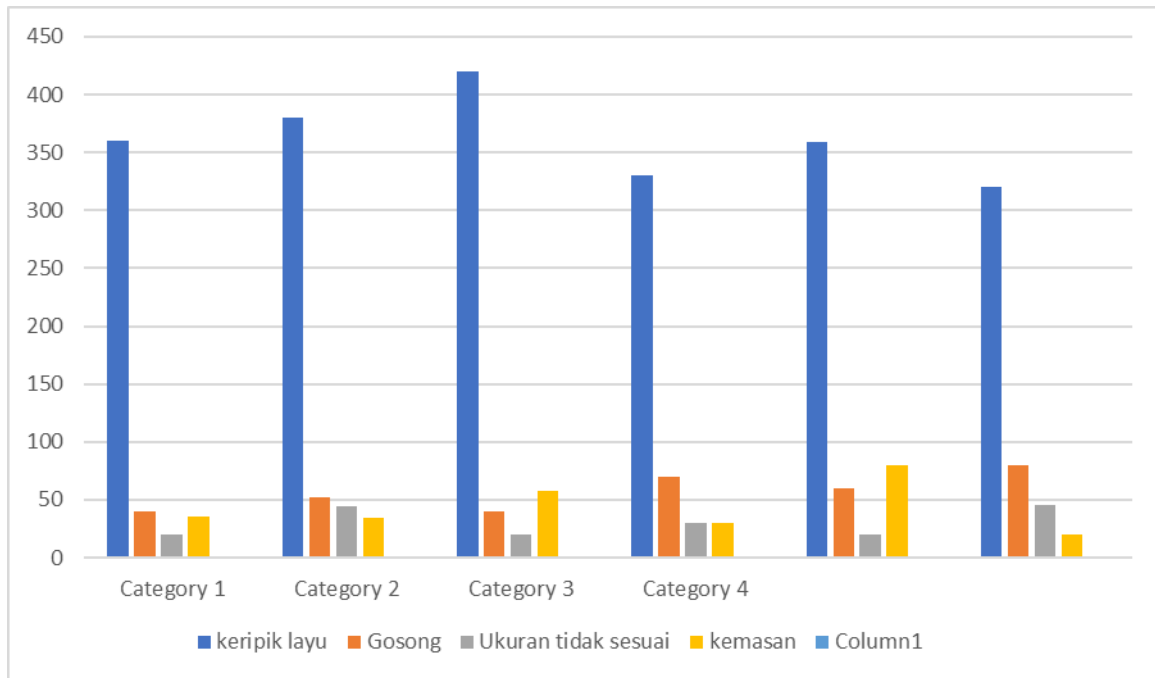


Image 1. Chart diagram for the number of defective products

From the diagram, it can be seen that the highest level of defective products is wilted products. This happens continuously and still unable to get reduce the level of product defects. For this reason, it is necessary to analyze where the production errors occur.

Table 2
Number of Defective Products for 6 Month Observation Period

TYPE OF DEFECTS	NUMBER OF EFACTS	PERCENTAGE
Wilted Chips	2169	73,58%
Burnt Chips	342	11,6%
Products Not In The Same Size	179	6,07%
Damaged Packaging	258	8,75%
AMOUNT	2948	100%

Source: Processed Data

3. Cause-Effect Diagram (*Fishbone Chart*)

The use of cause-effect diagram (*Fishbone Analysis*) is to find the causes and effects of defective products as follows:

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A. Wilted Chips

According to the records and observations, wilted products have the highest failure rate for UD Nugraha Jaya products compared to other causes. The percentage is 73,58%. To determine the failure rate of the wilted chips, the Fishbone analysis method is used as it follows:

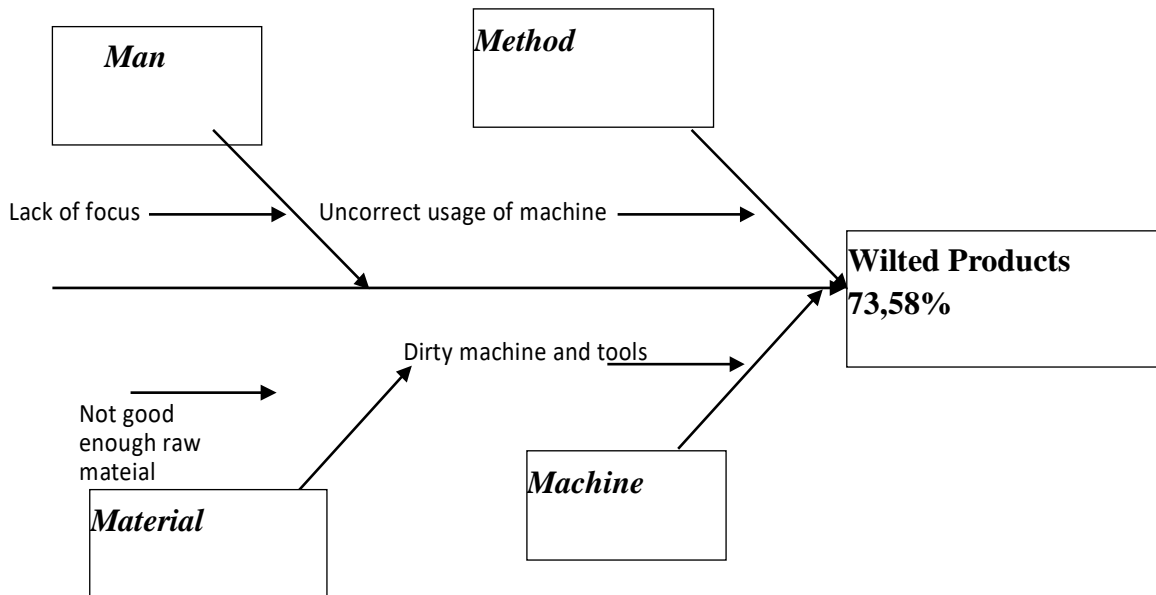


Image 2. Wilted Chips Fishbone Analysis

As can be seen in the image above, the wilted chips caused by various factors, there are:

a. Machine

The cause is from the machine where the slicing machine is damaged and the knife is not sharp enough, so that the workers prefer on using manual slicing tools, such as knives, in order to make the job faster. However, it can cause failure in production. Therefore, the solution that the researcher suggest is to recheck the machine so that there are no deviations.

b. Man

It caused by the workers, which could be due to workers’ lack of focus in slicing fruit because they feel that they are able enough in their field so that the fruit slices on each

worker are not in the same size of thickness. Therefore, the researcher suggests that the business owner should provide clear directions for workers as the solution.

c. Material

The next cause is the raw material used for production that are not good enough, so that the products have defects, wilt easily. The selected fruits do not have the same level of ripeness and the size of the fruit is not sorted. Therefore, the solution that the researcher propose is that companies must be more careful in choosing the raw material they used so that these deviations do not happen again.

B. Burnt Chips

The defect rate of burnt chips production is 11,6% . Various factors are the cause, one of the factors is happened during frying process.

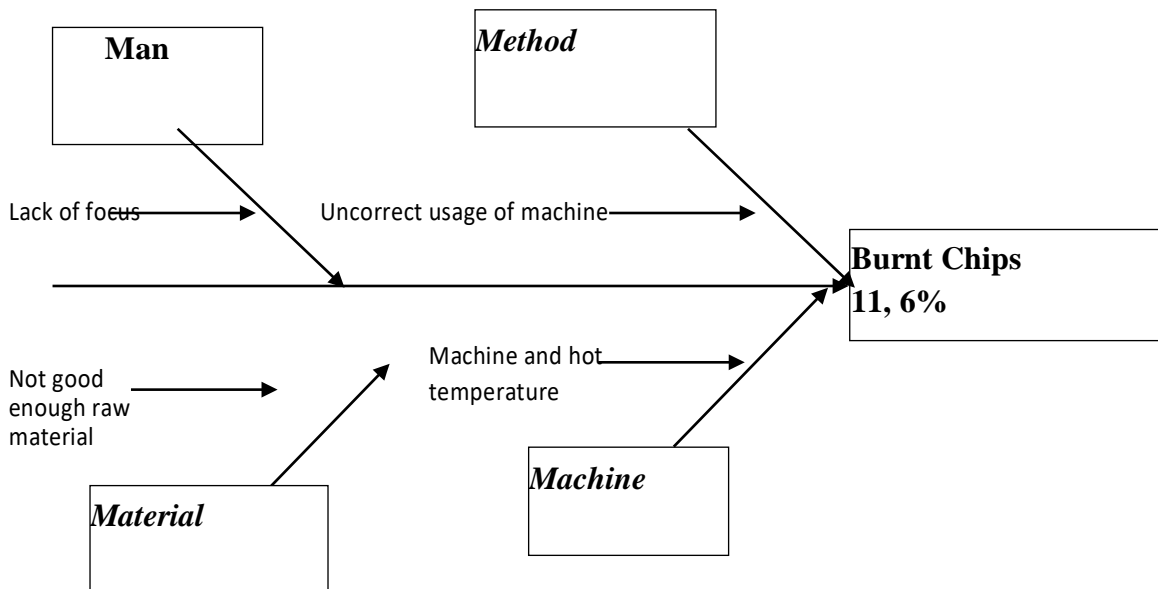


Image 3. *Fishbone* (Burnt Chips)

a. Man

The first cause is that man or workers who actually have duties often being careless, resulting in burnt chips products. Therefore, the solution given is to give instructions to the workers to pay more attention on the temperature and duration of frying process.

b. Method

The cause of burnt chips products is the method that is applied. It caused by the workers who manually slice the raw material that leads to uneven size of product, later may cause burning for those products that are too thin and wilting for those that are thick in size. Therefore, the solution is that companies need to supervise or guide workers on how to cut the products well and avoid mistakes.

c. Material

The next is caused by raw materials contributed on burnt chips produced where the fruit (raw material) do not have good quality. Therefore, the solution is that workers must be careful in selecting raw materials.

d. Machine

Machines also cause burnt chips products where the machine had lack of maintenance that leads to unstable temperature during frying, whether it is too high or too low in temperature. Therefore, the solution is to carry out regular maintenance of machine to avoid burnt products.

d. Uneven Size

Uneven sizes of product have defect product rate of 3,70% or 179. Various factors can cause uneven sizes of product, one of them is inappropriate in slicing raw materials.

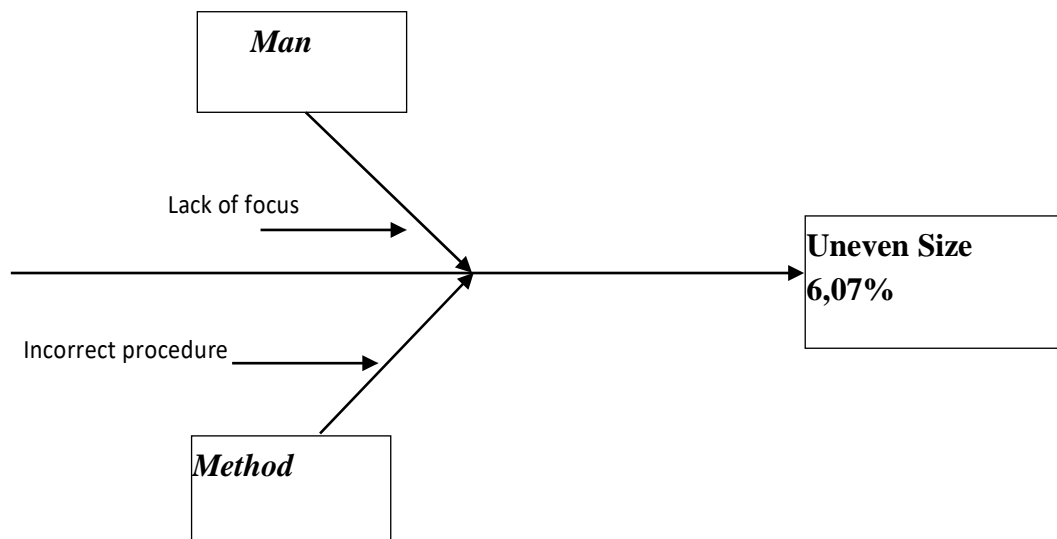


Image 4. Fishbone (Uneven Size)

a. Man

The cause of the uneven size products is man or workers that uncareful during product sorting process so that the size of products become uneven. Therefore, the solution is that company needs to have special equipment to sort fruit on the same size and have a double check before production process.

b. Method

The next cause is method. The workers are not precise in carrying out using design application. Therefore, the solution given is that company have to give training for workers so that in the future there will be no deviations in uneven size products.

E. Damaged Packaging

The damaged packaging has a product defect rate of 3,70% or 179. Various factors are the causes, on of them is unappropriate in editing design.

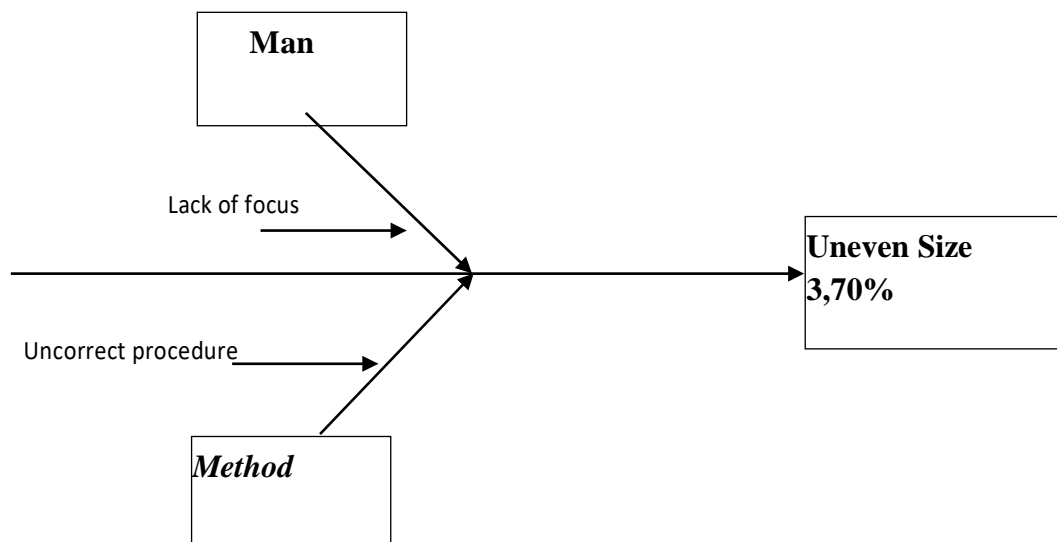


Image 5. Fishbone (Uneven size)

a. Man

The cause of uneven size on embroidered logo products is man or workers who uncareful on designing the products so that specified size is uneven. Therefore, the solution needs is to have double check before the production process.

b. Method

The next cause is in the method. During the packaging sealing, sometimes the workers being uncareful, resulting in holes on the packaging and also cutting the packaging uncorrectly. Therefore the solution is to have a quality controller before the product being distributed.

Comparative Analysis

After carrying out research and analyzing fishbone analysis, the causes of the resulting effects can be identified. Therefore, the researcher made a comparison between August 2023 and September 2023.

Table 3

Comparative Data on UD Nugraha Jaya Defect Products Without Fishbone & Using Fishbone

Types Product Defects	Moon						Difference	
	August 2023 (Without <i>Fishbone</i>)			October 2023 (Using <i>Fishbone</i>)				
	Amount of Production	Q	Percentage	Amount of Production	Q	Percentage	Q	Percentage
Wilted Chips	10.000	2169	21,69%	10.000	550	5,5%	1619	71,47%
Burnt Chips		342	3,42%		50	0,5%	292	12,89%
Uneven Sizes		179	1,79%		25	0,25%	154	6,79%
Damaged Packaging		258	2,58%		58	0,58%	200	8,83%
AMOUNT		2948	29,48%		683	6,83%	2265	99,98

Source: Processed Data

CONCLUSIONS

UD Nugraha Jaya has quality control activities which include 3 (three) stages of the control process, these are the quality control process for raw materials, the control process for the production process, and the control process for the final product. Fishbone Analysis in improving product quality of fruit chips products are: Based on the diagram, improvements that is needed for UD Nugraha Jaya to minimize the number of defective products that can be carried out in 4 types, which the most dominant are wilted chips, burnt chips, uneven size, and damaged packaging. Based on cause-effect diagram analysis, it is can be concluded that the factors causing deviations or defects in products are man/workers, methods, machines, and materials/raw materials.

There is a difference in the comparison between August 2023 and October 2023 after implementing the fishbone analysis. As the comparison, it can be seen that there is reduction in defective products occur during the production process by 99,98% which is the difference between August 2023 and October 2023 that is 173. The most dominant wilted products type in previous, before using fishbone analysis method, was 2169. Whereas after implementing the fishbone analysis method, the number turns into 550. This was due to improvements in man, methods, machines, and materials/raw materials factors.

The burnt chips type before using fishbone method analysis was 342, while after implementing the fishbone analysis method it turns into 50. It is due to improvements in man, methods, machines, and materials/raw materials factors.

On the uneven size before using fishbone method analysis was 179, while after implementing fishbone method analysis, the number turns into 25. This is due to improvements in man and method factors.

The number of damage packaging before using fishbone method analysis was 258, while after implementing fishbone analysis method, the numbers turn into 58. It is due to improvements in man, method, and machine factors. Therefore, fishbone analysis method is very useful in order to help companies to find out the causes and consequences of defective products being occur so that the amount of defective products can be reduced. Before using fishbone analysis method, there are 29,48% of defective products from the total amount of production. Meanwhile after fishbone analysis method being used, there is a reduction into 6,83% which means that there is a

difference in 99,98% before using fishbone analysis method and after using fishbone analysis method.

SUGGESTION

The following suggestions that can be given after analyzing the research results about Product Quality Control using Fishbone Analysis in order to improve UD Nugraha Jaya product quality, those are:

- 1) It is suggested that companies should use Fishbone Analysis method consistently in order to determine the number of damage types and the factors that cause defects.
- 2) Bases on the analysis using Fishbone Analysis, companies could make improvements by focusing on the high number of product defects in products, which are caused man, machine, method, and material factors.
- 3) The influence of strong quality control resulting in minimal product defects.

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