



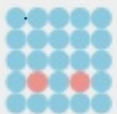
ABSTRACT

Analysis of Pasteurized Milk Quality Control Process Application in Milk Processing Industry Case Study in Indomilk Co. Budi Wirawan

The purposes of this research are; 1. to formulate the exact production operational strategy in order to satisfy customer; 2. to choose the suitable quality control model application based on SPC technique in milk processing industry; 3. to identify the production process ability in milk processing industry; 4. to formulate the most suitable quality improvement strategy in applying quality control in pasteurized milk processing industry. This research was held in pasteurized liquid milk department of Indomilk. The primary data were collected from observation, interview and by distributing questionnaire to the company's employee and other external institution related to the pasteurized liquid milk department. Secondary data were collected from references and internal data administration. The sampling method used in this research was purposive sampling. This method also known in SPC as time periodic which use process data during one month period. The data analysis used quality function deployment, pareto diagram, control chart, fishbone diagram and SWOT. The result of this research can be seen that improvement of freshness milk is the exact operational strategy. The pasteurized milk process in a batch type therefore the suitable model applied to monitor is moving average control chart. From this research also known that based on the pH identification, process is not stable and its capability is low that need performance improvement. The strategy needed for improvement is to perform maintenance's standard operating procedure consistently. But before doing it, the initial step to implement the strategy is to improve the policy of procurement especially in fresh milk and machinery spare part.

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