

OPTIMIZATION OF QUALITY IMPROVEMENT USING QUALITY CONTROL CIRCLES (QCC) AT BYARIN COFFEE SHOP

By Fabian Anggi Franklin Lumbanradja

Abstract

This study analyzes the implementation of quality control in coffee serving, the consistency of coffee quality, and the factors causing inconsistency in quality at Byarin Coffee Shop. The problem arose because differences in coffee taste among baristas were not fully aligned with the standard operating procedures. A qualitative case study method was used. Data were collected through observation, interviews, documentation, and questionnaires involving the operational manager, baristas, and customers. Data were analyzed using Quality Control Circle (QCC) with the PDCA approach and seven tools, namely check sheets, Pareto diagrams, and fishbone diagrams. The results show that the inconsistency rate of espresso yield before the new SOP was implemented averaged 7.68% during October 2025–March 2026, with the highest value reaching 10.78% in the third week of March. After the new SOP was applied, the nonconformity rate decreased to 6.67%. These findings indicate that the new SOP improved coffee quality consistency and customer perceptions of taste, aroma, and appearance. The main factors causing inconsistency were human, method, material, and environmental aspects. QCC was effective for continuous quality improvement at Byarin Coffee Shop.

Keywords: *Quality Control, QCC, PDCA, Seven Tools, Coffee Quality Consistency*

OPTIMALISASI PERBAIKAN KUALITAS MENGGUNAKAN *QUALITY CONTROL CIRCLE (QCC)* PADA *BYARIN COFFEE SHOP*

Oleh Fabian Anggi Franklin Lumbanradja

Abstrak

Penelitian ini menganalisis penerapan quality control dalam proses penyajian kopi, tingkat konsistensi kualitas kopi, dan faktor penyebab ketidakkonsistenan kualitas di Byarin Coffee Shop. Masalah muncul karena perbedaan rasa kopi antar barista yang belum sepenuhnya mengikuti standar operasional prosedur. Metode yang digunakan adalah kualitatif dengan studi kasus. Data dikumpulkan melalui observasi, wawancara, dokumentasi, dan kuesioner kepada manajer operasional, barista, dan pelanggan. Analisis data dilakukan dengan Quality Control Circle (QCC) melalui pendekatan PDCA dan seven tools, yaitu check sheet, diagram Pareto, dan fishbone diagram. Hasil pengukuran menunjukkan tingkat ketidakkonsistenan yield espresso sebelum SOP baru diterapkan mencapai rata-rata 7,68% selama Oktober 2025–Maret 2026, dengan nilai tertinggi 10,78% pada minggu ke-3 bulan Maret. Setelah SOP baru diterapkan, persentase ketidaksesuaian turun menjadi 6,67%. Temuan ini menunjukkan bahwa SOP baru mampu meningkatkan konsistensi kualitas kopi dan memperbaiki persepsi pelanggan terhadap rasa, aroma, serta tampilan kopi. Faktor utama penyebab ketidakkonsistenan berasal dari manusia, metode, bahan baku, dan lingkungan kerja. QCC terbukti efektif untuk perbaikan kualitas berkelanjutan.

Kata kunci: Quality Control, QCC, PDCA, Seven tools, Konsistensi Kualitas Kopi