

ABSTRACT

PT. ADETEX FILAMENT is a company which concern in making process of yarn to be fabric. Since 2010, this company has already adopted ISO 9001:2008 quality management system, but in 2013 this company couldn't implement ISO 9001:2008 anymore because their MR (Management Representative) had already back to their department. This company wants to implement again their quality management system because this company indicted to have a quality management system which has been internationally standardized before exporting their product to customer.

After in depth identifying, some process dosen't meet the requirement of this company, so their mismatch become a first step to do this research. The research begin with identify critical business process using weighted selection approach. From that approach, 4 business process will be analyzed using business process improvement method.

Result from that method will be a step to design SOP, which are (i) SOP Finishing Process, (ii) SOP Topping Process From Production Result, (iii) SOP Inspection – Packing Process, (iv) SOP Repairing Production Machine Process, and (v) supporting SOP documents which form in work instruction and data record.

Keywords— ISO 9001:2008, Critical Business Process, BPI, SOP