

## **ABSTRACT**

*CV.XYZ is one of the companies engaged in the field of manufacturing and trading services that produce spare parts for motorcycles in the form of mould, press tool, jig&fixture, spare parts, repair and more. The company is working with one of the big companies is PT. Showa Indonesia Mfg. which is a company engaged in the field of automotive component in Indonesia. CV.XYZ is currently implementing ISO 9001:2008, ISO in September 2015 issued a new standard in the form of ISO 9001:2015 which every company is obliged to implement the standards to improve the quality of products and business processes so companies can compete and be trusted by consumers. ISO 9001:2015 contained some changes such as should consider risk based thinking at every business process and high level structure, then these have to implement ISO 9001:2015 with design SOP and create risk register. Focus on research is ISO 9001:2015 clause 8.4*

*Design of standard operating procedure is done by identifying the gap between requirement ISO 9001:2015 with the actual conditions in the company. In addition to gap were found, there is also a list of new activities in accordance with the requirement of ISO 9001:2016. List of new activities carried out risk assessment that produces the risk register. in a risk register, the risk has highest rating to treatment. Then, the gap and the risk register be inputs to get the SOP proposal. The SOP Proposal do streamlining activities and analysis activities. The SOP Proposal verification to CV.XYZ to know compliance with conditions in the company to get SOP proposal that in accordance with the requirement, risk register and condition of the company.*

*The results of the research are obtained to fulfill the requirement of ISO 9001:2015 and risk register at CV.XYZ includes a risk register for the procurement of material, SOP Procurement of material based on ISO 9001:2015 and risk register.*

**Keywords:** *Business Process Improvement, requirement ISO 9001:2015, Standard Operating Procedure, Risk Register*