

ABSTRACT

CV. Bonsai Interior is a company engaged in producing ornamental flowers handicraft. The products are artificial, dried and latex flowers. In its development, CV. Bonsai Interior has already reach both national and also international markets. However, currently CV. Bonsai Interior have problems in exporting their products abroad, since some countries require their business partners to be certified with ISO 9001:2008 International Standard. In addition, another problem faced by the company is about customer complaints The complaints received by the company is mainly about the incompatibility of the products. The company found out that these problems are caused by the lack of good standardization processes. The only way to standardize the processes is by implementing the ISO 9001:2008 quality management system.

ISO 9001:2008 standard is a quality standard in the field of quality management system. To be able to design an ISO 9001:2008 quality management system, a company should fulfill certain requirements stated in the eight clauses of ISO 9001:2008. Some of them is clause 7 that defines product realization and clause 8 that defines measurement, analysis and improvement. To fulfill those requirements, a company needs to design and document the procedures and other policies needed by the company.

In designing the procedures, researchers going to use benchmarking methods. Benchmarking is a way to improve performance of the company by comparing the business processes of other companies which has excellent capabilities. In this research, PT. Clarion and PT. Sinjaraga Santika Sport were chosen to be the benchmark partners. These two companies were chosen, because they have already implemented the ISO 9001:2008 quality management system. Standard Operating Procedures (SOP) documents and other policies that correspond to Clause 7 and 8 of ISO 9001:2008 from both benchmark partners will be examined, and then the best processes will be adopted to CV. Bonsai Interior.

Results of the research to fulfill the Clause 7 and 8 of ISO 9001:2008 requirements at CV. Bonsai Interior are 9 SOP designs and 4 Work Instructions designs which are hoped to support CV. Bonsai Interior in implementing ISO 9001:2008 quality management system.

Keywords: Standard Operating Procedures, ISO 9001:2008, Benchmarking