

ABSTRACT

CV. XYZ, established in 2012, operates in the textile and clothing industry, specializing in the manual screen printing of various clothing items, including t-shirts, jackets, hoodies, sweaters, and shirts. The company aims to produce 2,200 t-shirts within a 60-day period spanning 12 weeks, excluding holidays. However, the absence of a production planning system has led to challenges in monitoring the production progress, resulting in frequent delays and deviations from the initial production targets. CV. XYZ encounters difficulties in managing documented information, which does not align with the ISO 9001:2015 clause 7.5 requirements regarding documented information. This documentation is crucial for monitoring activities, optimizing operational processes, and fostering continuous improvement.

To address these issues, this research adopts the Business Process Management (BPM) method to design and analyze undocumented and unstructured production process activities. The proposed documents for production process activities are tailored to meet the requirements of ISO 9001:2015.

Following the creation of these documents, the outcomes have significantly streamlined the production process at CV. XYZ, reducing the production timeline from 12 weeks to seven weeks. The designed document incorporates a production planning element with a quality control report, enhancing the efficiency and quality of the production process.

Keywords – ISO 9001:2015, Documented Information, Business Process Management.