

ABSTRACT

PT. DMC is a multi-national company which engaged in the textile industry which focus on the production of yarn. PT. DMC, in its quality policy is committed to becoming the best textile company, one of the company's efforts to achieve this goal is to declare its commitment to implement the Quality Management System which complies with the requirements of ISO 9001: 2008. A standard procedure that can manage the control of nonconforming product is needed in the process of realization and distribution of products so that nonconforming product is not distributed to *customers* and other parties. The company has owning and running the SOP for controlling nonconforming product, but the procedure is still not complies with the requirements of ISO 9001: 2008.

In this research the authors designed the SOP of Clause 8.3 of ISO 9001: 2008 to improve the company existing SOP. The data used is the company existing SOP and the requirements of ISO 9001: 2008 Clause 8.3. The data is used to perform data processing to identify the gap between the requirements of ISO 9001: 2008 with the condition of the existing procedure. After data processing, then activity analysis and streamlining using BPI method are performed. Then conduct the analysis, design and verification until new SOP which complies with the requirements of ISO 9001: 2008 is obtained.

The draft proposed in this research are business process and SOP for Controlling Nonconforming Product which complies with the requirements of ISO 9001: 2008.

Keywords: SOP (Standard Operating Procedure), ISO 9001: 2008, BPI (Business Process Improvement)