

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 procedures for conduct internal audit are needed based on mandatory procedure of ISO 9001:2008, these procedure are needed to make sure company's quality management system complies with the requirement of ISO 9001:2008 and requirements set by the company. The company has owning and running the SOP for internal audit, but the procedure is still not complies with the requirements clause 8.2.2 of ISO 9001: 2008.

In this research the authors designed the SOP of Clause 8.2.2 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 8.2.2 The data is used to perform data processing to identify the gap between the requirements of ISO 9001:2008 Clause 8.2.2 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 Clause 8.2.2 is obtained. The draft proposed in this research are business process and SOP for Internal Audit which complies with the requirements of ISO 9001: 2008.

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