

## **ABSTRACT**

*PT. Adetex Filament is one of the textile industry multi product Indonesia who start founded in 1973 and is located in Bandung, West Java, exactly on JL. Raya Banjaran km. 17 No. 590. PT. Adetex Filament has applied quality management system ISO 9001:2008 in 2010 but in 2013 the application of ISO 9001:2008 has stalled due to the team's Management Representative who is running functionally has not responsibilities and authority that the existence of the business processes are not running appropriate result in management systems are not yet effective and efficient an obstacle in implementing the ISO 9001:2008 in compliance on an ongoing basis. PT. Adetex Filament like to re-implement ISO 9001:2008 of quality management system as a reference so that they should improve business processes that are not yet effective and efficient to run with the appropriate.*

*In this research, focused on the requirements of ISO 9001:2008 clause 4.2.3 control of documents and clause 4.2.4 control of records. In this research conducted improvement business process document control and improvement business process control of records using the method of Business Process Improvement (BPI) with activity analysis (RVA, BVA, and NVA were) and analysis of business process streamlining in order to be effective and efficient. The end results were obtained after the analysis is going to redesign the SOP (Standard Operating Procedure).*

*Results of this research are improved SOP of document control and improved SOP of control records*

*Keyword : ISO 9001:2008, SOP, Business Process, BPI*