

## ABSTRACT

CV. XYZ is one company that is implementing the system ISO 9001: 2008. CV. XYZ is a company that produces spare parts of motor vehicles which was founded in 1993 and became a partner at the Astra Group, PT. Yamaha Motor Parts Manufacturing Indonesia and PT. Indonesia Denso Corp. In cooperation between CV. XYZ with a leading company, of course, there are requirements that must be owned by the CV. XYZ. One of the companies that provide the requirements that must be met by CV. XYZ is PT. Showa Indonesia Manufacturing. One of the requirements given is CV. XYZ must implement a Quality Management System and Environmental Management System. To achieve this requirement with a working partner companies that are big companies, CV. XYZ wants to implement ISO 9001: 2015 and ISO 14001: 2015 so the CV. XYZ can be recognized by large companies and the international community.

This research have a main purpose to help the CV. XYZ to implement the ISO 9001:2015 and ISO 14001:2015 in monitoring and measurement process. Clause 9.1.1 is a clause that used in this research. To design the SOP of monitoring and measurement, shall consider risk based thinking. These standard have requirement that if the organization want to implement ISO 9001:2015 and ISO 14001:2015, the organization shall consider risk based thinking in clause 6.1. The method that used to design this SOP is Business Process Improvement (BPI). In this method use streamlining to make the SOP be efficient. The output of this research is SOP about monitoring and measurement based on ISO 9001:2015 and ISO 14001:2015.

The benefit of this research are the SOP can avoid the risks that have high propability to occur and high impact. In this SOP has linked to other SOP so this SOP is effective to do.

Key words : Standard Operating Procedure (SOP), ISO 9001:2015, ISO 14001:2015, risk, risk based thinking.