

## **ABSTRACT**

*PT IPMS is a manufacturing company that produces many kinds of plastic products. The aspect of quality is one of the main factor in working process before it is delivered to customers. To reach quality that can fulfill customer's needs, working processes in Plastic Division needs to be run with process standardization. In implementation, plastic division doesn't have documented procedure to run the business process in order that operators and employees work based on verbal explanation from Plastic Division's manager so it can emerge the possibility of working problems. To achieve quality assurance from the products, it needs to have process standardization by using documented procedures. To overcome it needs to make the design of procedure based on ISO 9001:2008 clause 7.1-7.5 related to the realisation of product. Before designing procedures, it did interviews to Plastic Division's manager and observation in production area. After gathering data, it processed data by identifying gap between requirement of ISO 9001:2008 clause 7.1-7.5 and existing condition in Plastic Division. The gap result is analyzed further and gave some advices to company for the implementation. Besides that, it did SWOT analysis related to documented procedures based on requirement ISO 9001:2008 clause 7.1-7.5. The results that obtained in this research to fulfill the requirements of ISO 9001:2008 clause 7.1-7.5 in PT IPMS Plastic Divison are six desgins of procedures, one design of work instruction and seven designs of quality records so that they can help PT IPMS Plastic Division for preparing the ISO certification.*

*Keywords : Procedure, ISO 9001:2008 clause 7.1-7.5, Insulator.*