

## **ABSTRACT**

*Batik Mahkota is one of the domestic industry that produces batik. As the industry produces batik, Batik Mahkota company should always ensure the quality of products they produce. ISO 9001:2008 Quality Management System is one of the quality assurance system which can be applied in Batik Mahkota company. In the application of Quality Management System, there are documentation requirements that must be met, one of which is standard operating procedures. Therefore, companies must establish and design the standard operating procedures required by ISO 9001:2008.*

*In designing the standard operating procedures in Batik Mahkota company, used some of the data such as the company's business processes Batik Mahkota current, mandatory clauses of ISO 9001:2008 Standards, Data benchmarking in the company Batik Komar and Perusahaan Sepatu Clarion. These data are used to identify gaps and benchmarking analysis.*

*Identify gaps by analyzing the causes of the clauses of ISO 9001:2008 should be made mandatory documented procedures, then compare it with the current condition of this Batik Mahkota company and produced the list of procedures to be designed. Further benchmarking analysis, by comparing the company's current business processes with business process benchmarking partners, it is used to determine the best business processes and in accordance with the conditions of corporate.*

*The design of the proposed standard operating procedures is (1) Document control procedures, (2) Records control procedure, (3) Internal audit procedure, (4) Control of nonconforming product procedure, (5) Corrective action procedure, (6) Preventive action procedure.*

***Keywords: standard operating procedures, ISO 9001:2008, Benchmarking***