

ABSTRACT

Batik Mahkota company is one company that engages in producing batik industry is located in Cirebon, West Java. As one producer company in Cirebon batik, Batik Mahkota company can not be separated from the quality assurance efforts as a way of responsibilities to customers for the products produced. ISO 9001:2008 is an international standard quality assurance system which can be applied.

To implement a quality management system based on ISO 9001:2008, Batik Mahkota company must meet the requirements contained in ISO 9001:2008. One of the requirements that must be met by companies that documented the process in a documented procedure. With the expected business processes documented procedures contained in the company becoming the standard and capable of providing products that consistently meet the requirements.

One of the things that needs to be done to meet the requirements of enterprise customers by performing the process documentation related to the management of company resources. This of course can assist companies in meeting customer needs and satisfaction. In addition, companies also need to do the monitoring and measurement of processes or products that are produced in order to improve customer satisfaction. Those things are closely related to clause 6 and clause 8 of ISO 9001:2008, which in clause 6 discusses how the resource management of the company and discuss about the clause 8 of the monitoring and measurement of the company to meet customer requirements.

In the drafting of standard operating procedures and other requirements in order to meet the clause 6 and clause 8 of ISO 9001:2008, used some of the data such as, the data existing condition of the company, data is benchmarking other companies (Batik Komar Company and Shoes Clarion Company), and the clauses of ISO 9001:2008. The data is used to identify and analyze the SOP and any other requirements that must be met by the company based on requirements contained in clauses 6 and 8 of ISO 9001:2008. In the benchmarking analysis will produce a draft proposal that could be proposed for designing SOPs and other requirements for the company.

Keywords: Standard Operating Procedures, ISO 9001:2008, Benchmarking