

ABSCTRACT

CV. Gradient is a manufacturing company that produces many kinds of plastic spare parts. The aspect of quality is one of the main factor in working process before it is delivered to customers. As a manufacturing company producing parts, CV. Gradient can not avoid quality assurance effort as a way of responsibility to the customer for the products they produce. This quality assurance system requires documents to support the application. The Quality Management System requires the documents to be met, one of which is standard operating procedures to be established, documented, implemented and maintained.

In designing the standard operating procedures in CV. Gradient company, used some of the data such as the company's business processes CV. Gradient, ISO 9001:2008 and other companies benchmarking data such as Clarion and PT. Cisangkan. The data is used to perform data processing by identifying the gap between the requirements of ISO 9001:2008 to the existence of CV. Gradient system documentation condition. While benchmarking analysis conducted by comparing the Standard Operating Procedures of other companies that have similar characteristics, namely manufacturing. Requirements of each clause of ISO 9001:2008 used as comparison criteria on benchmarking analysis. Gap analysis and benchmarking results obtained to provide a reference in the proposed design

The proposed design in this research consist of (a) Control of Document (b) Control of Record (c) Internal Audit (d) Control of Nonconforming Product (e) Corrective and Preventive

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