

## **ABSTRACT**

CV XYZ is a manufacturing company engaged in the manufacture of motor spareparts such as dies, molds, jigs & fixtures, precision parts and plastic products. Good product quality results from good process quality. Having an ISO 9001: 2015 Quality Management Standard is expected to help companies realize good product quality.

In this study will be based on ISO 9001: 2015 clause 5.1.2 to generate customer focus SOP. Requirement ISO 9001: 2015 clause 5.1.2 will be the input to perform the preparation of risk registers. Once the risk registers are formulated, the requirements of ISO results, risk registers and gaps obtained from the deficiencies in CV XYZ will be inputs to design customer focus SOPs. After getting the design of customer focus SOP, then done improvement by using business process improvement method. After doing improvement in get focus of SOP of customer which have got improvement from business process improvement method. Furthermore, this customer focus SOP is verified to match the conditions in CV XYZ.

The conclusion that can be drawn from this research is the design of customer focus SOP has met ISO 9001: 2015 clause 5.1.2, gap, and risk register.

Keywords: Standard Operating Procedure, ISO 9001: 2015, Risk Register, Business Process Improvement