

## **ABSTRACT**

*Based on the Law of the Republic of Indonesia number 3 of 2014 on Industry refers to Article 16 paragraph 1 states that the Industrial Human Resource Development is conducted to produce competent human resources to enhance the role of human resources in the field of Industry. One of efforts to improve the competence of human resources is by performing performance measurements to determine the actions that should be done to improve and increases the level of performance of human resources. It is realized by Merdeka Boga Putra which is one of the manufacturing business unit under PT. Tirta Ratna is engaged in food. Merdeka Boga Putra needs an improvement to the performance appraisal process of employees in order to know the performance of employees and expected performance appraisal can improve motivation and discipline of employees. Merdeka Boga Putra also has hope to implement ISO 9001: 2015 in its organization someday. Based on this case, in this research, the design of employee performance appraisal system by considering ISO 9001: 2015 using business process management method at PT. Tirta Ratna. This study discusses how to design an objective employee performance appraisal system and can improve employee motivation and discipline and how to implement the employee performance appraisal system by considering the requirements of ISO 9001: 2015 clause 9.1 Monitoring, measurement, analysis, and evaluation.*

***Keywords: human resources, performance appraisal, competence, ISO 9001: 2015 clause 9.1, business process management***