

## **ABSTRACT**

*High competitiveness in the world of work requires a company to make an employee performance appraisal so that it can improve the performance of operators that have an impact on company productivity, as noted by the Republic of Indonesia law on Human Resources (HR) in the industry which reads "industrial HR development is carried out to produce competent human resources that are useful for increasing the role of Indonesian HR in the industry ". One of the efforts to improve the quality of human resources is to conduct periodic evaluations regarding the performance of employees in the company. Evaluations are useful to measure performance levels and identify factors that cause performance degradation and know what improvements should be made related to human resources. CV BEARPATH is one of the companies that focus on the fashion sector, namely the shoe sector located in the city of Bandung, this company has undocumented performance appraisals and performance appraisals are only carried out by the head of the production division (one point of view) as well as the absence of regulatory references related to procedures for evaluating performance, therefore Bearpath CV requires documented performance appraisal and reference to regulations and implementation procedures so that it is expected to improve employee discipline and improve employee performance productivity. In this study the design of a performance appraisal system uses the spencer assessment criteria and appraisal procedures that are adjusted to the ISO 9001: 2015 standard requirements Clause 9.1 namely monitoring, measurement, analysis and evaluation. The output of this research is performance appraisal using the Spencer competency criteria which are ISO 9001: 2015 clause 9.1.*

*Keywords: ISO 9001: 2015 Clause 9.1, Human Resources, Performance Assessment, Competence, Spencer*