

ABSTRACT

Micro, Small and Medium Enterprises (MSMEs) are productive business units that stand alone and operate in various economic sectors. CV. Milyarda Cipta Karya is one of the SMEs engaged in the fashion industry. However, this company faces problems in terms of well-documented records, especially in the process of procuring raw materials. This study aims to design documented information in accordance with ISO 9001:2015 standards in the procurement process. The company has a need to improve documented records in the process of procuring raw materials according to ISO 9001:2015 standards. Currently, the documented information held by the company does not meet the requirements of this standard. In this study, the Business Process Management Lifecycle (BPM) approach was used which consisted of identification, modeling, analysis and re-planning processes. This method will enable the standardization of company documented information in accordance with ISO 9001:2015 criteria clauses 4.4.2 and 7.5 as the main standard based on the implementation of Plan, Do, Check, and Action (PDCA). PDCA is a management cycle that focuses on continuous improvement in the organization. In addition, analysis of the quality management system will be used to perform a Gap Analysis of the company's documented information. Based on the analysis conducted, it appears that the company's current record does not meet ISO 9001:2015 standards. By applying the BPM approach and the criteria for documented information that have been established, documented information that meets ISO 9001:2015 standards is designed. With the design of documented information standards, it is hoped that it will help companies meet international quality standards and can increase the efficiency and effectiveness of the procurement process, as well as increase customer satisfaction.

Keywords— UMKM, PDCA, Documented Information, ISO, Gap Analysis, ISO 9001:2015, Quality Management System