

## **ABSTRACT**

West Java is the province with the largest number of MSMEs in Indonesia in 2022, while the MSME industry with the highest production growth rate in Indonesia in 2022 is the leather, leather goods and footwear industry by 29.69%. In the same year, West Java actually experienced a decrease in the growth rate in the leather, leather goods and footwear industries by an average of -13.70%. This phenomenon is caused by the inability of business units to carry out quality management and limited human resources in implementing quality management. In this final project, it will be designed to record the information needed in the process of ordering products and services. The purpose of this design is to facilitate the running of the order process and understand how the documents and records are interrelated and function according to the requirements of ISO 9001:2015. The method used in this study is Business Process Management (BPM) by observing the existing processes that occur, then system modeling is carried out using Business Process Modeling Notation (BPMN) to identify the flow of information that occurs during the ordering process. The results of the identification of information flows are used to analyze the information needs of the ordering process in accordance with its relevance to fulfilling the requirements of ISO 9001:2015. By looking at the appropriate documentation linkages assist companies in reviewing and implementing continuous improvements in the process of ordering products and services to increase company competitiveness.

**Keywords : Business Process, Ordering, ISO 9001:2015, Business Process Management**