

ABSTRACT

CV Emiratees is one of the MSMEs located in the city of Bandung and has been established since 2012. CV Emiratees is engaged in clothing which focuses on producing various types of clothing such as t-shirts, jackets, hoodies, bags, hats and accessories. In e-commerce owned by CV Emiratees, there are several customer complaints such as inconsistent material quality, inappropriate screen printing quality, inappropriate product size. Which is where this problem is caused because CV Emiratees does not have a standard that regulates the mechanism in selecting vendors.

This research was conducted to design a standard mechanism in vendor selection that is in accordance with the requirements of ISO 9001: 2015 clause 8.4.1 and requirements in vendor selection according to Lin, Chen, and Ting (2011). In designing a standard mechanism in the selection of vendors will use the business process improvement (BPI) method and in determining the priority level of criteria in vendor selection will use the Analytic Hierarchy Process (AHP) method.

The results of the design of the mechanism in vendor selection will be in the form of vendor selection SOPs that can assist companies in carrying out the vendor selection process consistently and effectively. The designed SOP aims to ensure that the selected vendor can meet the quality standards expected by CV Emiratees.

The results of this design are expected to improve product quality so as to minimize complaints related to product quality in CV Emiratees e-commerce. In addition, this mechanism is also expected to improve the company's operational efficiency and have a long-term positive impact on the reputation of CV Emiratees.

Keywords: *MSME, ISO 9001: 2015, supplier selection, AHP, BPI*