

## ***ABSTRACT***

*UMKM Hole is a small business in the garment manufacturing industry located in Cimahi, established in 2019, and has rapidly grown in the clothing production sector. UMKM Hole markets various products such as t-shirts, hats, and tote bags. The business has received many customer complaints regarding poor stitching quality, leading to product returns. This issue arises because UMKM Hole has not implemented quality control measures for its products. Therefore, this study aims to design product criteria and standards along with quality control SOPs to help UMKM Hole manage product quality.*

*This research utilizes the Business Process Management method to identify, analyze, redesign, implement, and monitor business processes. Additionally, it applies product quality theory to set product criteria standards and uses ISO 9001:2015 standards to design SOPs that optimize the quality control process.*

*The study results in a quality control SOP design comprising nine activities and related records, which can serve as a guide in executing quality control processes. This SOP aims to ensure that the quality control process meets the expected quality standards set by UMKM Hole.*

*The designed quality control SOP is expected to serve as a reference for UMKM Hole in carrying out quality control processes, thus maintaining and improving the quality of the t-shirts produced and enhancing customer satisfaction.*

*Keywords: UMKM, ISO 9001:2015, Quality Control*