

ABSTRACT

PT. Manggala Baja Perkasa is a steel construction company established in December 2008. The services provided by this company include steel construction, infrastructure, land clearing, maintenance, and house construction. During service execution, it is crucial to monitor the material procurement process to ensure the company has an organized historical record of the process. However, in practice, many documents and records from the purchasing department have not been properly documented, leading to issues such as specification mismatches and poor material quality.

This study aims to design a Standard Operating Procedure (SOP) for monitoring material procurement that complies with ISO 9001:2015 Clause 9.1.1. The research utilizes the Business Process Management (BPM) method, modeling the business process through flowcharts (process discovery). The next step involves analyzing the current conditions and identifying gaps based on ISO 9001:2015 Clause 9.1.1, followed by formulating recommendations based on the gap analysis (process analysis). Finally, the study defines design specifications and standards for the SOP proposal, establishes the process sequence based on PDCA, and designs the SOP for monitoring material procurement (process redesign). This research does not include the implementation stage.

The result of this study is an SOP for monitoring material procurement that meets the requirements of ISO 9001:2015 Clause 9.1.1.

Keywords: Business Process, Standard Operating Procedure, Monitoring, ISO 9001:2015, Business Process Management.