

ABSTRACT

Silver jewelry has long been an integral part of Indonesian culture and tradition. Jewelry is not only used as an accessory to enhance one's appearance but also as a symbol of social status, wealth, and prosperity. The jewelry industry in Indonesia has seen rapid growth in recent years, driven by increasing demand both domestically and internationally. According to data from the Central Statistics Agency (BPS), the value of Indonesia's jewelry exports reached IDR 6.7 trillion in 2022, a 17.4% increase from the previous year. PT XYZ is a silver jewelry company located in Denpasar, Bali, specializing in jewelry production. Established in 2005, PT XYZ faces issues related to its employees. According to the manager of PT XYZ, the company currently lacks Standard Operating Procedures (SOPs) for its workers. As a result, employees do not use personal protective equipment during the production process, particularly during melting, which endangers their safety. The problem-solving mechanism involves four stages: data collection, solution design, verification, and validation. By following these stages, this study aims to address the issues at PT XYZ and enhance the quality assurance system in accordance with the ISO 9001:2015 and ISO 45001:2018 requirements. The outcome of this design is a Standard Operating Procedure (SOP) for planning and implementing the jewelry production process, which includes planning, execution, and evaluation. The SOP for planning and implementing the silver jewelry production process has been adjusted through a gap analysis by comparing the actual conditions at PT XYZ with ISO 9001:2015 and ISO 45001:2018. The benefits of this design include improved worker safety, clarified business process steps, and prevention of errors and inefficiencies.

Keywords: *Execution, Planning, ISO 9001:2015, ISO 45001:2018, Standard Operating Procedure*