

ABSTRACT

Perusahaan Daerah Air Minum (PDAM) is a company owned by the local government with a primary focus on the production and distribution of clean water to customers PDAM Karawang, as a case study in this research, faced challenges in meeting the requirements of ISO 9001:2015, particularly Clause 7.5 on documented information. This deficiency has led to the absence of adequate operational standardization, where almost all production processes are carried out based on verbal instructions rather than written procedures. This resulted in variations in the quality of water produced and high customer complaints regarding inconsistent water quality.

This study aims to design documented information on the clean water production process at PDAM using the BPM approach. This research using Business Process Management (BPM) method. This method is a planning methodology that allows the operation of business processes to be more efficient and effective in accordance with ISO 9001: 2015 standards. The stages of Business Process Management (BPM) include BPM Process Identification, BPM Process Discovery, BPM Process Analysis and BPM Process Re-Design.

Through this research, a document was designed that can be used by PDAM Karawang to improve the quality of production results. The document consists of a pre-production report form, pre-production quality control report form, production process report form and post-production quality control report form. It is hoped that this document that has been designed can help companies monitor and control production activities, so that errors can be minimized and operational efficiency can be increased. In this way, the implementation of BPM and compliance with ISO 9001:2015 standards can be achieved, and it is hoped that PDAM Karawang can provide better clean water services to the community

Keywords – ISO 9001:2015, Water Treatment, Business Process Management (BPM)