

ABSTRACT

UMKM OneWay is a company that focuses on the textile and apparel industry. This company runs its business by producing men's & women's clothing such as jackets & t-shirts. In carrying out its business processes, UMKM OneWay have problems in controlling the information documented in their quality management system in the production process planning section, because the unavailability of documented information in their production process planning results in the expected production results not being as expected. predetermined initial target. This also results in a lack of identification of defective products and how to plan how to control these product defects. To support the effectiveness and efficiency of implementing and managing a quality management system based on ISO 9001:2015, documented information control is required in production process planning. This research proposes documented information design in production process planning using the Business Process Management (BPM) method. The data used in this research is divided into 2 types, namely primary data and secondary data. Primary data itself is information in the form of the main business processes of UMKM OneWay and also existing business processes for planning production processes at UMKM OneWay. Meanwhile, the secondary data for this research is the profile and organizational structure UMKM OneWay. The first stage of this research is identifying key business processes. The output of the identification process that has been carried out previously will be in the form of draft documented information that is not yet available. After designing documented information for information that is not yet available, a verification and validation process will be carried out on the data and results of the research carried out. The results of this research are in the form of documented production process planning information consisting of production process planning documents, raw material receipt records, purchase contract documents, and quality control documents.

Keywords : ISO 9001:2015, Documented Information, Business Process Management