

ABSTRACT

Indonesia today. However, with many competitors, MSMEs must be able to stabilize their income, one way to do this is by improving the quality of their processes. Kripik Bujangan MSME operates in the food industry, focusing on producing traditional Bandung snacks. There are several processes in Kripik Bujangan MSME. The main obstacle for Kripik Bujangan MSME is the lack of proper documentation, especially in the procurement process, which causes difficulties in monitoring. Researchers found that only 3 out of 16 procurement process activities have documentation. This study aims to design documented information for Kripik Bujangan MSME according to its needs, and this design will be based on ISO 9001:2015 requirements, clause 7.5 as the main standard along with other related clauses.

This study uses the Business Process Management (BPM) approach to design documented information for Kripik Bujangan MSME. There will be several stages starting from the collection of secondary and primary data, data processing stages consisting of process identification, process discovery, process analysis, and process redesign. After several stages, the documented information will be designed according to the needs of the procurement process in Kripik Bujangan MSME.

This documented information design is created based on several reference clauses, such as clause 8.1, 8.5.3, 8.7.2, 9.1.1, 9.1.3, and 9.3.3. With this documented information design, it is hoped that it can help Kripik Bujangan MSME in meeting the requirements of ISO 9001:2015 and facilitate monitoring, and the results of the monitoring will be used to improve the efficiency, operational performance, and quality of the procurement process.

Keywords – Business Process Management, Documented Information, ISO 9001:2015, Procurement Process.