

ABSTRACT

PT Perkebunan Nusantara 1 Regional 2 is currently facing issues related to a decline in production targets over the past year. An analysis of production over the last year reveals that several monthly targets have not been met, primarily due to machine breakdowns and a lack of production efficiency. The black orthodox tea production process at PT Perkebunan Nusantara 1 Regional 2 involves the use of different machines at each stage, making machine performance a critical factor that needs attention. To address this issue, it is necessary to design a Standard Operating Procedure (SOP) for preventive and corrective machine maintenance and repair, which includes procedures and supporting documents. These factors are crucial to ensure the machines operate without issues.

The Business Process Management (BPM) approach is applied to the SOP design. The BPM method includes several cycles that aid in the design process: process identification, process discovery, process analysis, process redesign, process implementation, and process monitoring and controlling. Implementing BPM in this company offers significant benefits, including a business process design that is responsive to environmental changes.

The SOP for Machine Maintenance and Repair at PT Perkebunan Nusantara 1 Regional 2 has been designed based on the reference standards of ISO 9001:2015 Clause 7.1.3 and Maintenance Management Theory. The SOP includes procedures for both preventive and corrective maintenance and repair. The design of the Machine Maintenance and Repair SOP is expected to help PT Perkebunan Nusantara 1 Regional 2 increase the utility of the machines, enabling production to meet the set targets.

Keywords — [BPM, SOP, ISO 9001:2015, Maintenance Management Theory]