

ABSTRACT

Maintenance management is an important aspect in production companies that rely on machinery as the main infrastructure. Mevlana MSMEs as a hijab printing manufacturer have not managed machine maintenance regularly and effectively. This problem resulted in the production process being stopped due to engine damage, so that some production targets were not achieved. This research aims to develop a Standard Operating Procedure (SOP) for engine planning and maintenance.

To solve problems in research, a method is needed that can support the improvement process, namely the Business Process Management (BPM) method. This method is used to help companies make improvements to existing business processes and find out the details of the activities of the business process. The stage begins by conducting a gap analysis between the actual conditions and the requirements of ISO 9001:2015 clause 7.1.3 where the results of the gap become a reference for designing business process improvements in accordance with the stages of the BPM life cycle.

This research resulted in SOP for Planning and Implementation of Machinery Maintenance which includes corrective and preventive procedures. In addition, several supporting forms are provided to assist Mevlana MSMEs in documenting treatment information. This SOP is expected to encourage the implementation of infrastructure maintenance on a regular basis and be well recorded. In addition, in this study, several forms were also produced to make documented information after performing machine maintenance and repairs. With structured procedures and better documentation, companies can maintain production continuity and achieve the targets that have been set.

Keywords: *Maintenance Management, Standard Operating Procedure (SOP), ISO 9001:2015 clause 7.1.3, Business Process Management (BPM).*