

ABSTRACT

Employee productivity is an important factor in supporting business success. Standard Operating Procedure (SOP) is a system designed to make work easier, neater, and more organized. SOP is designed to improve performance, make work easier for employees, and reduce the level of work accidents. The design of the Standard Operating Procedure (SOP) for employee performance was carried out at the UD KS PRO company. There are several problems that occur that the Standard Operating Procedure (SOP) needs to be designed, because the SOP that was created and implemented in 2018 has long been lost. UD KS PRO company currently does not have an SOP. In addition, production employees have difficulty understanding the procedures in the production process caused by production employee errors. Then, from the stir handlebar products produced there is a level of error that results in product damage. In addition, there is an unwritten Standard Operating Procedure (SOP) that regulates how to maintain and operate production machinery, so that it can make it difficult for company owners to control ongoing business processes, This study will design a Standard Operating Procedure (SOP) for employee performance using the Design Thinking framework. Data collection was carried out using the Focus Group Discussion (FGD) technique by gathering the company owner and 4 production employees. The results of the System Usability Scale (SUS) calculation of the design of the SOP for the performance of production division employees show that the level of performance of production division employees, especially the production process of CBR motorcycle handlebar products, receives a score of 71 points and has a predicate status of Good. This shows that the existing condition of the performance of production employees at UD KS PRO company during the production process can be categorized as Good.

Keywords: *(Standard Operating Procedures, Employee Performance, Design Thinking, UD KS PRO)*