

ABSTRACT

In an increasingly competitive garment industry, companies must maintain product quality to meet customer expectations and remain competitive in the market. CV Iqra Textile Indonesia, which produces boys' t-shirts, faces challenges due to the absence of a well-structured documentation system, making quality control difficult, hindering data tracking, and increasing the risk of defective products. This research aims to design documented information in accordance with ISO 9001:2015 clause 7.5 using the Business Process Management (BPM) approach. The BPM method is used to analyze and improve the production workflow, starting from problem identification, mapping the current processes, redesigning quality documents, to the validation stage. The research outputs include supporting documents such as work instructions, recording forms, and inspection checklists that facilitate process tracking, quality control, and performance evaluation. These documents are expected to reduce the number of defective products and improve operational efficiency. The implementation of the designed documents is expected to help CV Iqra Textile Indonesia establish a more organized workflow, comply with quality standards, and simplify the company's audit process while supporting continuous quality improvement.

Keywords: ISO 9001:2015, quality documentation, garment production, Business Process Management, boys' t-shirt.