

ABSTRACT

LVNATICA, a small and medium enterprise (SME), is a footwear manufacturing company. Through observations on the Shopee e-commerce platform, LVNATICA, received numerous customer complaints regarding products received that did not match the images. These discrepancies were caused by the company's poorly documented final inspection process. The inspection process is essential for product quality control, enabling companies to detect non-conformances.

Therefore, this study aims to design product criteria and standards, as well as develop Standard Operating Procedures (SOPs) for the final product inspection process to help LVNATICA, a small and medium enterprise, control the quality of its products. This study utilized Business Process Management methods to identify, analyze, redesign, implement, and monitor business processes.

Furthermore, a product quality theory approach was used to establish product quality standards, and ISO 9001:2015 was used to design effective Standard Operating Procedures (SOPs) to support the final product inspection process at LVNATICA. With the Standard Operating Procedure for the final inspection process, LVNATICA's MSMEs are expected to maintain and improve product quality and reduce customer complaints due to quality nonconformities.

Keywords: ISO 9001:2015, Business Process Management, MSMEs, Final Inspection Process, SOP