

ABSTRACT

ABC Convection is one of the SMEs located in Bandung City and has been established since 2023. ABC Convection is a company engaged in fashion that produces cardigans, sweaters, headbands, and vests. Based on production data for the period January 2024 - December 2024, there are still many defective products, especially in the steam process. The steam process is the focus of research in this Final Project, because the steam process is the process that generates the most defects. This research uses the Business Process Improvement (BPI) method and also the ISO 9001: 2015 standard. The first stage is Organizing for Improvement which has the aim of determining critical business processes and organizing improvements. The second stage is Understanding the Process which aims to understand and explore all aspects of the current business process. The third stage is Streamlining where the steam process is carried out to simplify the process which aims to increase the effectiveness and efficiency of the running process. From the results of data collection and processing, this research resulted in a proposed design in the form of a steam process work instruction with additional documents in the form of a steam preparation checklist form, a steam result cardigan checklist form, and a steam guide poster.

Keywords: Steam Process, Defect, Business Process Improvement, Work Instructions