

ABSTRACT

Pratiwi MSME is a micro sized company in the textile industry engaged in production of prayer garments. In the production phase, flaws were seen at the finished-goods inspection point where faulty products were dispatched to the customers, creating the complaints that arose as a result. These results show that the inspection process is not entirely effective. To this end, this research paper aims at streamlining the finished-goods inspection procedure by utilising the Business Process Improvement (BPI) approach to reduce the scale of inspection-generated mistakes and improve the quality of products. The findings establish four major impediments to the inspection process as lack of sufficient human resource, lack of inspection processes that cover all CTQ (Critical to Quality) factors, lack of systematic documentation and absence of inspection tools. Therefore, some corrective actions have been recommended within the study, such as the development of one Standard Operating Procedure (SOP) on finished-goods inspection, issuing a Work Instruction of finished-goods inspection, and the issuing of supportive documentation in the form of formular inspection sheets. It is expected that BPI method applied will be effective in improving the quality of the inspection procedure of Pratiwi MSMEs.

Keywords: MSME, Finished Product Inspection, Customer Complaints, BPI, ISO 9001:2015