

ABSTRACT

Batik Komar is one of companies in Indonesia that engaged in batik industry. Batik Komar produces two types of batik, stamp batik and hand-drawn batik. There are errors that occur in batik's production process especially from waxing process of stamp batik and hand-drawn batik. These errors affect to long cycle time and product quality. This leads to the need for improvements of waxing process of waxing of stamp batik and hand-drawn batik.

Improvements of waxing process of stamp batik and hand-drawn batik are started by mapping the existing process, then identifying Critical to Quality (CTQ) in the waxing process. CTQ will be targeted in performing improvement using Business Process Improvement (BPI). These improvements refer to clauses 7.1, 7.5, 7.6 of ISO 9001:2008, guideline in standardizing the product realization process.

The improvement process would be a guideline in creating of the Standard Operating Procedure (SOP) on the waxing process of stamp batik and hand-drawn batik. SOP are expected reduce cycle time and errors that occur in waxing process of stamp batik and hand-drawn batik at Batik Komar.

Keywords: ISO 9001:2008, Business Process Improvement, Critical to Quality, Standard Operating Procedure.