

ABSTRACT

CV. Gradient is a company producing spare parts for motor vehicles especially motorcycles. The company is working with one of the big companies, namely PT. Showa Indonesia MFG that in fact as an internationally recognized company in automotive components, especially in the manufacturing of shock absorbers, steering systems and a line up other products.

This study originated from the audit activities carried out by PT Showa Indonesia with the aim to maintain the quality of products produced by CV. Gradient. This audit activities generate data that form the basis of audit results beginning their research. In this research, the initial analysis of the data regarding the results of audits CV. Gradient. From the analysis concludes that CV. Gradient overall assessed do not meet the requirement of PT. Showa Indonesia. Therefore, it is necessary to repair using business process improvement to fulfill the requirement of PT. Showa Indonesia and ISO 9001: 2008. Follow-up taken in this study of improvements in the control of certain items by making a quality document.

Results of this study were (i) SOP Control of Document based on ISO 9001: 2008 clause 6.2.2, (ii) Formulation and Implementation of SOP Matriculation employees based on ISO 9001: 2008 clause 6.2.2, and (iii) Work Instructions Arrivals and Verification Material on CV. Gradient berdasar ISO 9001: 2008 clause 7.4.3.

Keywords: Business Process improvements are, Requirement PT Showa Indonesia, ISO 9001: 2008, Standard Operating Procedures, Work Instructions