

ABSTRACT

Rumah Batik Komar is one of the batik makers company in Bandung. As the industry that produces batik, Batik Komar company should always maintain the quality of their products. As a company which provides services to the customer, Batik Komar should set CTQ (Critical to Quality) for each realization of the production process to be able to maintain the quality of products and processes so can meet the needs and desires of customers. To achieve the CTQ target, quality assurance needs to be done on the process of receiving raw materials and the process of designing in accordance with customer requirements, company standards and batik standards. In designing quality assurance system on the process of receiving raw materials and the process of designing, existing data are needed on the process of receiving raw materials and the process of batik designing, organizational structure, clause 7 of ISO 9001:2008, SNI standards of batik and Batikmark. Once the data is obtained, identify the critical business processes that are required in accordance with critical to quality on the process of receiving raw materials and the process of batik designing that according to SNI standards of batik and Batikmark. The identification of existing business processes is that will be improved using Business Process Improvement methods. Improvement carried out by doing activity analysis and streamlining analysis for each activity on the critical process to be effective and efficient. Business processes that have been improved in accordance with standards and subsequently documented in a SOP (Standard Operating Procedure).

The design proposed in this research are (1) The procedure of receiving raw materials, (2) Work instructions of superfine cloth examination, (3) Checksheet of superfine cloth material examination, (4) Work instructions of primisima cloth examination, (5) Checksheet of primisima cloth materials examination, (6) Work instructions of gondorukem examination, (7) Checksheet of gondorukem materials examination, (8) Work instructions of cat eye materials/resins examination, (9) Checksheet of cat eye materials /resins examination, (10) Batik designing procedure of customer orders, (11) Procedure of designing batik cap, (12) Procedure of designing batik tulis, (13) Sample of agreement, (14) Work instructions of batik cap design examination, (15) Checksheet of batik cap design examination, (16) Work instructions of batik tulis design examination, (17) Checksheet of batik tulis design examination, (18) Work instructions of stamp-making examination, (19) Checksheet of stamp-making examination. This design is expected to provide input for the Batik Komar company to be able to maintain the batik quality of the realization process of batik products.

Key Words : ISO 9001:2008, Clause 7, Business Process Improvement, Standard Operational Procedure (SOP), Work Instructions, Checksheet, Critical to Quality (CTQ).