

ABSTRACT

The number of small industries in indonesia is very much, especially west java province, 58.359 companies. With so many small companies, CV.XYZ should be able to compete with other company by maintaining the quality of a product with implement a quality management system company. ISO 9001: 2015 is one of international standards on the system management quality that could be implemented by company to maintain their quality of their products. This research focus on clause 6.1 ISO 9001: 2015 and ISO 31000:2009 , where the company has the risk in every process . So, this research will designing process of address risks and opportunities at CV.XYZ . The data collected in this research are , the structure of the organization , job descriptions , the purpose of the process , actual process . While to do designing there are the requirements that must be fulfilled , as requirement ISO 9001: 2015 clause 6.1 , requirement ISO 31000: 2009 , requirement the theory risk management . After data collected the first thing is compare the process actual with some requirement , thus produced some gap . Next designing process of address risks and opportunities based on the results of gap , the structure of the organization , the purpose of the process , job descriptions company , and clause 4.4.1 ISO 9001: 2015 . The results of design process will be improved using the business process improvement method . In this research produce suggesstion design process of address risks and opportunities, where there is a risk management planning first, then determining the organizational context, performing risk assessment on all units of the company, and reviewing implementation of risk management. Then from the results of the design process will be documented in SOP. In addition, to facilitate companies in doing documentation, then made a web-based application form with Joget Workflow software for data input can be stored in a structured manner.

Keywords: business process improvement, risk management, ISO 9001:2015, ISO 31000:2009