

## ABSTRACT

PT. DMC is a company which engaged in the textile industry which focus on the production of yarn, PT. DMC committed to be the best textile company, this is contained in its company policy. PT.DMC declare its commitment to implement the Quality Management System which complies with the requirement of ISO 9001:2008, this is one of company efforts to achieve the goal to be the best textile company. A standard procedure for corrective action and preventive action are needed in the Quality Management System based on ISO 9001:2008, these procedures are needed to eliminate problem or potential problem in the company. PT.DMC has own and running procedure for corrective action and preventive action, but those procedures still not complies with the requirement of clause 8.5.2 and 8.5.3 of ISO 9001:2008.

In this research the author designed the SOP for corrective action and preventive action according to clause 8.5.2 and 8.5.3 ISO 9001:2008 to improve the company actual SOP. The data which used are the company actual SOP, and the requirement of clause 8.5.2 and 8.5.3 ISO 9001:2008. These data are used to perform data processing by identifying gap between the actual condition of procedure in the company and the requirement of clause 8.5.2 and 8.5.2 ISO 9001:2008. After that author doing the analysis of activity and streamlining using BPI method, and then the author doing the analysis, design, verification until until new SOP which complies with the requirements of clause 8.5.2 and 8.5.3 ISO 9001: 2008 are obtained. The draft proposed in this research are SOP for corrective action and preventive action which complies with the requirements of clause 8.5.2 and 8.5.3 ISO 9001: 2008.

**Keywords: SOP (Standard Operating Procedure), ISO 9001: 2008, BPI (Business Process Improvement), Corrective Action, Preventive Action**