

## **ABSTRACT**

*Batik Mahkota is a company that engaged in batik industry. Batik mahkota was determined to become an advanced company in their sector by providing good quality to customers. Quality Management System ISO 9001:2008 is a quality assurance system which can be applied to Batik mahkota using standardization processes in the company. With applied standard processes, it's expected to produce quality products. Basic factor that can support the success of the company is to manage the company with good management by meeting the documentation requirements. Because of that requirement, Batik Mahkota need to implement clauses 4 and 5 of ISO 9001:2008. The ISO 9001:2008 quality standard requires documents to support their implementation.*

*In designing the documents that required in ISO 9001:2008 for Batik Mahkota, used some of the data, such as the company's current condition, the clauses 4 and 5 of ISO 9001:2008 data, and benchmarking partners data. The data will be used to analyze the condition of the company compare to the clauses of ISO 9001:2008 requirements and processed using the method of benchmarking. Analysis of the company's current condition with clauses of ISO 9001:2008 is required to identify the gap to decide the designing that will implement for the company. Next step is comparing the companies Quality Management System with benchmarking's partner companies.*

*The draft that proposed contain of the SOP and other requirements that including in clauses 4 and 5 of ISO 9001:2008. This design is expected to provide improvements to quality management system in Batik Mahkota.*

*Keywords: Quality Management Systems, ISO 9001:2008, Benchmarking*